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## Plan My Move Booklet for MCB Hawaii

### Overview



#### Location

Marine Corps Base Hawaii (MCBH) Kaneohe Bay is fondly referred to as K-Bay. It's located on the island of Oahu's Windward side on Mokapu Peninsula, and is 20 miles northeast of the Honolulu International Airport. K-Bay is the largest Marine Corps element on Oahu. The other major installation comprising MCBH is Camp H.M. Smith, overlooking Pearl Harbor, and it is the headquarters for the Commander, U.S. Pacific Command, Joint Task Force Full Accounting, Commander U.S. Marine Corps Forces Pacific, and the Commander Special Operations Command Pacific. Other Marine Corps elements include Marine Corps Training Area Bellows in Waimanalo, Manana Family Housing Area in Pearl City, the Pearl City Warehouse Annex, and the Pu'uoloa Range Complex in Ewa Beach. MCBH referenced from here on will be all encompassing of the above mentioned. For a thorough history of the installation visit the installation [homepage](#). To watch the MCB Hawaii welcome aboard video visit this [website](#).

#### History

The [US Armed Forces in Hawaii](#) is very obvious. With all four branches of DoD services and the US Coast Guard within 25 miles from each other. In 1918, the eastern shore of the peninsula, named Fort Hase, was commissioned and was then known as the Kuwaahoe Military Reservation. Army artillery moved into the area in response to World War I. In 1939, the Navy began a small seaplane base. Upon its completion, Naval Air Station, Kaneohe was created and its role was expanded to include the administration of the Kaneohe Bay Naval Defense Sea Area. On December 7, 1941, Pearl Harbor was attacked. However, it's a little known fact the Japanese first attacked Naval Air Station, Kaneohe Bay minutes prior to Pearl Harbor. In 1949, Naval Air Station, Kaneohe Bay, was decommissioned and the Navy relocated to Naval Air Station Barbers Point at Ewa Beach. In 1951, The Marines assumed control of the former naval air station since it seemed to be an ideal site for a combined air-ground team. Then on January 15, 1952, Marine Corps Air Station, Kaneohe Bay was commissioned. In April 1994, the Marine Corps consolidated all Marine Corps installations in Hawaii under a single command that became known as Marine Corps Base Hawaii. MCBH is ideally positioned in the Pacific for a strategic deployment to the Western Pacific. For a historic tour and guide of mokapu peninsula, visit the [website](#).

#### Mission

MCBH's mission is to provide facilities and services that support Combat Readiness and promote the well-being, morale, and safety of military and civilian personnel that live and work aboard the installation. We enhance Combat Readiness by providing the best training facilities in the world and by providing the best quality of service.

#### Population Served

There are over 25,000 Marines, sailors, family members and civilian employees living and working on MCBH.

#### Base Transportation

K-Bay provides two shuttle buses for active duty members only. There is a shuttle to the Tripler Army Medical Center

(TAMC) and a liberty bus program to accommodate the active duty Service member's weekends.

### **Sponsorship**

Sponsorship assistance is mandatory for marines (per MCO 1320.11E) and highly recommended for all service members.

The Sponsorship Assistance and Welcome Aboard Package programs are married up as a single inbound service. All major commands have Unit Sponsorship Coordinators (USC) in place to receive requests for sponsorship assistance and are also responsible for providing a unit Welcome Aboard Package. The USCs may also provide an address for forwarding mail.

Assigned sponsors should contact the inbound member to assist with the relocation process to Hawaii such as meeting at the airport upon arrival, transportation from the airport, assistance with temporary lodging reservations, check in process, etc.

For Marines or service members assigned to a Marine command unable to contact the future command, should call the Hawaii Installation Personnel Administration Center or IPAC Inbound Section 808-257-8566. Navy may contact the Customer Service Department (CDS) in the Finn Bldg at 808-257-0509.

### **Temporary Quarters**

All military lodging facilities and major hotels on island DO NOT accept pets. K-Bay - The Lodge on Kaneohe Bay is the designated government lodging facility located on MCBH. It is best to use this facility, if available. If there are no rooms available, a Statement of Non-Availability may be issued which allows you to use off-base lodging facilities that are reimbursed by the government. You may choose to use an off-base lodging facility without first checking the government lodge for availability; however, you will only be reimbursed the amount it would have cost to stay at a government facility. Marine Forces Pacific, Camp Smith - Please contact the Temporary Lodging Allowance (TLA) Office on MCBH for lodging assistance. Check Topic Housing - Temporary Lodging for more information on facilities and processes for obtaining temporary lodging.

### **Relocation Assistance**

The Relocation Assistance Program (RAP) provides assistance and support to all service members and their families moving to and from MCB Hawaii. These services include: Individual Relocation Counseling, Pre- and post-PCS move consultation by appointment, Relocation Services, Relocation library, DVD & Video tapes of Marine Corps installations including Recruiting command, Sample welcome aboard packages from other installations, Computers with internet access, Maps and atlases, Relocation reference materials, Workshops, Classes & Briefs, Monthly New Arrivals Orientation, Monthly Cultural Adaptation Island Tour, Bi-monthly Sponsorship Classes (except in Nov & Dec), Unit & Group Sponsorship Classes available upon request and Bi-monthly PCS Move Workshop (except in Nov & Dec). Spouses are welcome to attend all events.

The Lending Locker is a temporary loan of basic household good items at no cost. Items include cookware, dinnerware, utensils, linens, fold-away cribs, highchairs, small appliances, fans, etc. Available to anyone in transition - inbound, outbound, or just married while waiting to receive a personal property shipment or relinquishment of quarters. PCS Orders and an appointment are required for this service and may be made by calling 808-257-7790/87.

### **Critical Arrival Information**

Note: [Hawaii's Animal Quarantine Law](#) -- Hawaii is a rabies-free state. Hawaii's quarantine law is designed to protect residents and pets from potentially serious health problems associated with the introduction and spread of rabies. All dogs and cats, regardless of age (puppies and kittens included) or purpose, must comply with Hawaii's dog and cat import requirements.

Note: Shipping a Privately Owned Vehicle (POV) to Hawaii and car rental Only shipment of one (1) POV per PCS Orders to Hawaii is allowed. Any additional POV shipment is the responsibility of the individual. Car rental is not a reimbursed expense and is the responsibility of the individual.

*Opportune Lift (OpLift)*

For a second (2nd) vehicle shipment option from ConUS to Hawaii, there's Opportune Lift (OpLift). This is a Navy program similar to the Space Available (Space A) passenger flight program in which a personal property, like a car, may be shipped on a Navy vessel traveling to Hawaii from ConUS for a small fee or no cost.

For more information about OpLift to Hawaii from ConUS, please contact the information below:

Opportune Lift (OpLift)  
San Diego, CA (ComNavSurForPac)  
commercial: 619-437-2991  
DSN: 315-577-2991  
Email: N41M12CNSP.Navy.mil  
Monday - Friday 7:30 a.m. - 3:30 p.m. PST

#### *Car Rental*

Car rental is NOT a reimbursed expense and is the responsibility of the individual.

#### *Passport*

It's highly recommended to have a passport since travel Hawaii is primarily done by air. Please review the information about passports on the [State Department Website](#).

## Sponsorship

Settling into your new location and your new unit takes time. [Plan My Move](#) is designed to assist you with information about your new location. Complimenting Plan My Move each of the military Services has a Sponsorship Program which is very helpful in providing new unit information. Sponsors can make your transition smoother. The purpose of the Sponsorship program is to:

- Provide a sense of belonging
- Ease the transition for inbound service members or civilians and their family members
- Increase productivity
- Reduce culture shock
- Help newcomers make informed decisions
- Cultivate new friendships
- Improve morale

A sponsor is someone from your new unit who is assigned to assist you settling into your new location. You can request a sponsor through your unit, or with help from the Relocation Assistance Program or the Family Center at your new installation.

Your Service will appoint your sponsor in writing. He/she will be the same or close to your rank and the same marital status, if at all possible. This person will be knowledgeable about the local community and the installation; available to assist you and your family for at least two weeks post arrival, and be someone who is positive and outgoing.

A sponsor's duties include:

- Contacting you and your family by letter of introduction or e-mail upon learning of your assignment to the installation.
- Following up with a personal phone call after contact has been made.
- Sending information about the installation/area which you may require, or putting you in touch with the resources on the web and at the installation that provide current, complete and up-to-date information such as those provide by the Relocation Program.
- Answering any questions which you or your family may have, or, again, providing the proper resources to answer those questions.
- Confirm transportation and lodging arrangements.
- Assisting with obtaining a Post Office Box for your mail.
- Meeting you and your family upon arrival.
- Accompanying you to your check in point for the unit.
- Introducing you to the Family Center and lending closet
- Providing essential service locations such as commissary, exchange, gas station, bank.
- Being available when you arrive at your installation to meet you, show you around, and help you through in-processing.

If you have not been assigned a sponsor, or have not been contacted as of yet, request one by contacting your gaining command or unit. If after contacting your new command you find difficulties in obtaining a sponsor, contact your Relocation Assistance Personnel for additional help with your move.

Service specific processes for requesting a Sponsor include:

- **Army and Defense Logistics Agency:** AR 600-8-8 outlines procedures for DA Form 5434, Sponsorship Program Counseling and Information Sheet. Sponsorship is mandatory for first term Soldiers. All Soldiers, private through colonel (excluding those completing advanced individual training (AIT) and those PCSing to long term schools) and civilian employees through grade 15 may participate in the advance arrival sponsorship program. Reactionary Sponsorship is available for individuals arriving at an installation without a sponsor. Contact the gaining unit to request a sponsor.

- **Air Force:** Gaining Unit Commander Support Staff/Military Personnel Element will assign a sponsor upon receipt of assignment notice. Assigned sponsor will then make contact with the inbound member.
- **Navy:** OPNAV INSTRUCTION 1740.3C prescribes procedures regarding Command Sponsor and Indoctrination Programs. This Program is designed to facilitate the adaptation of Sailors and their families into new working and living environments, to minimize the anxiety associated with a Permanent Change of Station (PCS) move, and afford Sailors and their families the greatest opportunity for a successful and productive tour of duty.

Command sponsor and indoctrination responsibilities begin upon receipt of PCS orders and continue until the Sailor has become an integral part of the new command and is fully cognizant of all policies, programs, services, and responsibilities available through the command. Commanding Officers shall establish a Command Indoctrination Program to include the delivery of the Navy Pride and Professionalism training per this instruction. COs should ensure all incoming personnel receive command indoctrination training within 30 days of arrival or within 3 drill weekends.

Enclosures (1) and (2) of OPNAVINST 1740.3C outline responsibilities and provide guidance for these programs. Assistance to local commands regarding the Command Sponsor Program is through the Fleet and Family Support Center (FFSC) Relocation Assistance Program staff.

- **Marine Corps:** Gaining Unit Commander will assign a sponsor on request. Overseas commands should assign a sponsor automatically, however if one is not assigned, send a request to the gaining command. A sample request form is available on our website that can be filled out and sent to the gaining command. See the following [website](#).

*Sponsors' responsibilities and abilities to be available will vary from installation to installation, depending upon the priority which the installation and unit commanders give to the program; however, the Services are making the Sponsorship program a priority as research has shown the many benefits of good sponsorship to service, family members and youth.*

### Youth Sponsorship

The Youth Sponsorship Program depends on the availability of youth who volunteer to become sponsors. The Youth Services topic should explain the Youth Sponsorship program at your new installation, but if it does not answer all of your questions, contact your Relocation Manager to inquire about the program and acquiring a youth sponsor.

## **Directions to Installation**

### **Airports**

#### *Honolulu International Airport*

It's recommended you use the USO services (located at the arrival section between "E" & "F" baggage claim area) to contact your future command and/or request for transportation assistance.

*Shuttles to the Installation* -There is no public transportation directly to the installation. Taxi/cab fares are approximately \$45.00 - \$55.00 and are reimbursable travel expensive. Ensure to ask for a military discount and for a receipt.

### **Driving Directions**

To MCBH K-Bay from the Honolulu International Airport.

- Take the H-1 Freeway West (H1 Waianae) as you're departing from the Honolulu International Airport.
- Proceed on H-1 West, and then connect on to the H-3 East freeway to Kaneohe.
- Proceed on H-3 until you reach the main gate of MCBH Kaneohe Bay.

## **Check-in Procedures**

### **Travel Planning**

Contact the future unit/command and inform them of your arrival and request for sponsorship assistance.

Service members arriving with family members should make reservations at "The Lodge on Kaneohe Bay" which is the temporary lodging facility on MCBH. The Lodge on Kaneohe Bay can be contacted at 808-254-2806 or [online](#).

Geo-Bachelors arriving without their family members should make reservations for temporary lodging at these respective offices:

- E6 to E9 - Unaccompanied Personnel Housing (UPH) at 808-257-2409
- Officers - Bachelors Officer Quarters (BOQ) at 808-257-2409

### **Check-in Procedures**

Report in to the new command/unit immediately upon arrival. Arrival entitlements are tied into the check in procedures. Any delays will result in non-reimbursable expenses and/or forfeit of entitlements. Upon checking-in, the service member will begin to receive:

- HI rates for Basic Allowance for Housing (BAH)
- Cost of Living Allowance (COLA) Eligible members
- Arrival Temporary Lodging Allowance (TLA)
- Dislocation Allowance (DLA)

For Marines, check-in attire is service Alpha. For Navy personnel, check-in attire is summer whites.

#### *Marines*

The [IPAC Inbound Section](#) is the central point of check-in. With IPAC in place, there's a two step "Check-In" process.

All Marines must report to his/her gaining command will receive:

- A billet assignment to submit to IPAC
- Command sponsorship for family (if applicable)

Then check into to the IPAC Inbound Section to complete in-processing

- PCS Orders
- Service Record Books

Marines must complete the check-in process. Marines may delay or forfeit arrival entitlements if they go on leave status after checking into the command but fail to check into IPAC. There are non-retroactive entitlements/reimbursements which cannot be recouped should this occur.

#### *Navy*

Sailors arriving to MCBH must contact their future commands to receive their check-in instructions.

### **What to do if you Get Married En route?**

*If you get married en route to Hawaii, you must inform your future command immediately and follow the procedures. The military WILL NOT PAY for travel and housing of your spouse if you do not follow the future command's instructions.*

## **Relocation Assistance**

### **Programs and Services**

While moving is always stressful, your stress can be drastically reduced if you take full advantage of the information, education, and personal assistance provided to you by the Relocation Program. This is the place to find answers and get referral to other installation resources as well as assistance with in-transit emergencies. The most important thing you can do to ensure a smooth move is to start planning early using the many Relocation Assistance program services and tools available.

*Individual PCS Planning* -- Most relocation programs offer one-on-one consultation for anyone needing assistance. In particular those making their first military move, first overseas move, or those with challenging and complex situations such as special needs family members or financial problems should call the Relocation Program for an appointment.

*Military Installations and Plan My Move* -- For managing and planning your move, use these two DoD sponsored web-based relocation tools with information on over 250 installations worldwide. You can estimate expenses, find the forms necessary for housing and household goods, keep a calendar of events and take other necessary actions to ensure a successful move.

*Loan Closet* -- Basic household goods items are available to borrow while waiting for your personal property pre-departure or upon arrival. The typical items in stock include: pots and pans, dishes, silverware, irons, ironing boards, portacribs, high chairs, and infant/toddler car seats. Generally, towels and bed linens are not available, so these should be packed in your hold baggage.

*Workshops and Briefings* -- The classes offered vary from installation to installation but you can generally find classes on buying, selling and renting smart, budgeting and finance, moving with children, general moving preparation and many other moving related topics.

*Pre-departure Briefings* -- Sometimes called Smooth Move or PCS Briefings, you and your spouse will want to attend for sure. These briefings provide essential information that can prevent you from making uninformed and costly decisions before your move.

*Settling-in Services* -- These may include welcome wagon services, local area tours with childcare often provided, or basic household items to use until your goods arrive. Overseas arrival services may include introductory language classes and cultural awareness training.

*Deployment Support* -- The Family Center assists unit family readiness groups and Ombudsman programs during the entire deployment cycle. Support includes services for special needs, classes on deployment preparation, managing finances, helping children adjust, family separation, return and reunion, and information on resources available locally and on-line.

*Foreign Born Spouse Support* -- Whether your question concerns immigration and naturalization, learning the English language or how to take local transportation, the Relocation Program provides assistance, classes and referrals.

*Emergency Assistance* -- From time-to-time emergencies occur while moving, the Relocation Program office has the resources to provide emergency financial assistance and referrals.

*Transition Assistance* -- This is a mandatory program available to assist personnel and family members when they separate from the military. The Relocation Assistance office will establish your individual transition plan and refer you to all the installation and community resources necessary to complete a successful transition.

### **Installation Specific Information**

The Relocation Assistance Program (RAP) was mandated by the Military Family Relocation Act of 1989. This act led to Public Law 101-89 which directs the Secretary of Defense to provide a standardized DoD-wide program. In general, the RAP supports the mission of readiness by ensuring service members and their families are prepared for a mobile lifestyle.

The Marine Corps Base Hawaii (MCBH) RAP supports the Marine Corps mission of "quality of life" in two main ways: RAP



legislation established requirements to minimize relocations and extend tours as much as possible; and RAP aims to prepare members and their families for less stressful relocations.

The RAP at MCBH, Kaneohe Bay includes the following services; Relocation library, Welcome aboard packages of other installations, Video tapes of Marine Corps installations and other locations, Computers with Internet access, Maps and atlases, and Relocation and reference books.

*Briefs, Classes, Workshops* -- Monthly New Arrivals Orientation, Monthly PCS Move Workshop, Monthly Around the Island Tour, Bimonthly Sponsorship Training Classes, Quarterly Spouses Aloha Orientation, and Individual Relocation Counseling by Appointment.

*Lending Locker* -- This is a no cost service of basic household good items available for temporary loan while waiting to receive personal property shipment or relinquishment quarters. All items are available to command-sponsored, accompanied and unaccompanied, active-duty and civilian personnel and their family members assigned to MCBH with meeting their basic household needs prior to delivery (incoming) and after pack-out (outgoing) of household goods. Appointment is required along with a copy of PCS orders stating duty station as MCBH and a valid military ID card.

*New Arrivals Orientation* -- This orientation is an overview of the various services and programs available on MCBH to newly arrived military personnel, married and single. Spouses are most welcome. This event is held monthly and registration is not required. Refreshments and welcome packages are provided to all those who attend. And there are information tables with representatives available from the various activities aboard MCBH to service your questions or concerns.

*New Arrivals Islands Tour* -- Explore the island of Oahu. This free and popular tour leaves from Marine & Family Services and travels around the island giving newcomers a chance to learn more about the culture and geography of Hawaii. Reservations are required and may be made by calling Marine & Family Services.

*PCS Move Workshop* -- Transferring personnel are encouraged to attend this half-day workshop conducted bimonthly. This class covers the planning of your move and topics such as the shipping of household goods, financial planning, the understanding of entitlements, and the termination of government quarters or civilian housing. Registration is needed and may be made by calling Marine & Family Services.

## **Emergency Assistance**

### **Planning for Emergencies**

No matter how well you've planned, emergencies do happen. What should you do in case of emergency while you are traveling?

### **Important Documents/Hand Carry**

Ensure all your important papers with you. Phone numbers for the OOD, the future Command Duty Office and your sponsor can be invaluable in case of emergency while in transit.

**Emergencies En Route** If an emergency occurs en route, immediately contact your sponsor/future command and inform them of the situation.

### **American Red Cross**

The American Red Cross is always available for emergency aid anywhere you may be. They can sometimes help with emergency financial assistance and contacting individuals that will need to know where you are and what's happening.

For service members assigned to CONUS, Hawaii, Alaska and Puerto Rico installations, call toll-free: 1-877-272-7337. The Hawaii Chapter can be found at this [website](#).

### **Navy Marine Corps Relief Society**

Navy Marine Corps Relief Society (NMCRS) can provide financial emergency assistance based upon need, through either loans or, when there is a particular hardship, grants. Categories of financial assistance include:

- Basic living expenses (food, shelter, utilities)
- Medical not covered by TRICARE
- Dental not covered by DDP
- Funeral expenses
- Emergency transportation
- Essential car repairs
- Pay and allotment problems
- Disasters
- Assistance for widows, mothers and children

The NMCRS locations on Oahu can be found on this [website](#).

## **Motor Vehicles**

### **Registration & Licensing Requirements**

Hawaii State law requires you to have sufficient liability insurance and a valid driver's license in order to operate a vehicle. The term "vehicle" generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Further, your vehicle must be properly registered. Even though you are in the Military, you may be required to register your vehicle in-state and obtain an in-state license within a few months of moving. Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [State Department of Motor Vehicles](#) website.

### **State Laws**

You and your passengers must always wear seatbelts while driving, you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 7 years of age be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information.

Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

Hawaii's current seat belt laws require buckling up of all front seat occupants, as well as passengers in the back seat under 18. Seat belt violators will be assessed a \$92 fine.

#### *Click It or Ticket*

The Click It or Ticket campaign combines the efforts of the state departments of Transportation, Health and Education; the four county police departments representing Honolulu, Kauai, Hawaii and Maui counties; University of Hawaii; the Federal Highway Administration; the Federal Motor Carrier Safety Association, local business and religious leaders, and Safe Community coalitions. The National Highway Traffic Safety Administration, under the U.S. Department of Transportation, oversaw and funded the national campaign.

For more information about the Click It or Ticket campaign, contact the Safe Community Office at 808-587-6300 or visit the [Hawaii Department of Transportation's web site](#).

#### *Hawaii's New Booster Seat Law*

As of January 1, 2007, Hawaii is the 35th state to have a booster seat law. This law requires children between the ages of four (4) through seven (7) to ride in a booster seat whenever traveling in a motor vehicle. The only exemptions are if the child is over 4'9" or if the vehicle has lap-only seat belts in the rear seat.

A Hawaii State tax credit of \$25 per year applies to the purchase of a booster or child safety seat.

The driver is held responsible for compliance with the law. Violators are required to attend a 4-hour class and may be assessed a fine of \$100-\$500 depending upon the number of offenses.

For more information about Hawaii's Child Safety Seat Law, go [online](#). For more information about child safety seat, contact the Keiki Injury Prevention Coalition at 808-537-9200 or refer to their [web site](#).

### **Registering Vehicles with the State of Hawaii**

Prior to registering a vehicle on base, vehicle owners must register it with the state of Hawaii within ten (10) days of the vehicle's arrival. Vehicle owners may keep original plates, must register it to get a Hawaii vehicle sticker. Proof of ownership or a certificate of registration; shipping documents, Hawaii no fault insurance and proof of a safety inspection is required.

The Motor Vehicle Department at the Satellite City Halls will only accept service payments by cash or check. No credit cards or debit cards will be accepted.

### *Vehicle Safety Inspection*

Hawaii requires annual vehicle safety inspections and it is required prior to registering a vehicle. All privately owned vehicles, regardless of state of registration, must display a valid state of Hawaii inspection sticker. Also, the mechanical conditions and equipment present must meet, and continue to meet, the requirements for state inspection.

Any authorized vehicle service station displaying the "Official Vehicle Safety Inspection Station" sign can conduct the inspection. For inspection, bring the following:

- a valid identification card
- a valid drivers license
- a Non-resident Certificate Form

### **No-Fault Insurance**

Prior to arriving on island, consult your current insurance company about Hawaii no-fault insurance. If possible, obtain a valid Hawaii no-fault insurance card showing policy number and expiration date prior to or upon arriving on island. Failure to show proof of insurance is an automatic fine of \$1000.

### **Lease Cars**

To obtain a base decal for a leased car, the lease agreement must have the service member's name and the car VIN on it and a copy of the lease agreement.

### **Driver's License**

Hawaii recognizes other state driver's licenses. When the current license expires, if you wish to apply for a Hawaii driver's license, you must present your Social Security Card, and a current out-of-state license.

If your out-of-state license has expired, you will be required to file an application form, complete a written examination, pass an eye test, and pass a road test.

### **Registering a vehicle on MCBH**

All privately owned vehicles operating on any MCB Hawaii installations, housing sites, or training areas must be registered at the base pass house. Service members are required to present these items at time of registration:

- Certificate of Ownership
- Proof of current registration or Hawaii State Registration
- Proof of Hawaii No-Fault insurance
- Hawaii State Vehicle Safety Inspection Certificate (yellow copy)
- DF-L-50 (Non-resident Certificate)
- Valid driver's license
- Valid Military ID Card
- Power of Attorney ( if other than person named on the registration)

### **Overseas Car Sales**

Overseas Car Sales customers beware! When registering your brand new overseas car sales vehicle with the State of Hawaii's Motor Vehicle Department, you will be paying a "Used Car Sales Tax" fee of \$1,250.

Note -- Persons younger than 18 years old, including military personnel, may not operate a privately owned motor vehicle in the State of Hawaii, on or off base, unless licensed by the State of Hawaii.

### **Motorcycles**

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the [City and County of Honolulu's website](#) for more information.

Currently Hawaii does not have laws about the use of cell phones and other digital devices while driving. However, cell phones and other digital devices while driving on all military bases in Hawaii are prohibited. Violators may risk losing their driving privileges on all military installations.

Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [City and County of Honolulu website](#).

## **Loan Closet**

### **Items Available**

The Lending Locker Service is a free, NO COST service that provides basic household good items for temporary loan to all service members (single or with a family) awaiting to receive personal property shipment or after relinquishing quarters.

Items	Items
Cookware	Dinnerware
Utensils	Linens
Pillows	Towels
Cribs	Highchair
Small appliances	Fans

### **How to Borrow**

Eligibility as follows: All active duty Marines stationed in Hawaii; All active duty US military members assigned to MCBH or to a command of/on MCBH Kaneohe Bay. An appointment is required along with a copy of PCS orders stating duty assignment. Appointments are made through the Marine & Family Services at 808-257-7790/87.

## **Housing - Overview**

### **Government Housing**

The Family Housing Department provides government housing to families of Marines and Sailors assigned to Marine Corps Base Hawaii, Kaneohe Bay and Camp H.M. Smith.

#### *Application*

The advance housing application is intended for active duty military personnel. Please fill out the advance application, (DD1746) then print the application and fax it to 808-257-1259 or DSN 315-457-1259. If you have an e-mail address, please include this information in your application. However, the service member must report into their gaining command and then check in with the housing office for the application to become effective. An appointment is highly recommended.

### **Non-Government Housing**

Prior to negotiating any agreement for off-base housing, all military personnel are required to register with the Base Housing Office.

*Housing Referral Office (HRO)* -- Your contact for any problems you may encounter (discrimination complaints, tenant/landlord disputes, or any questions/problems about off base housing) is the HRO. Staff are available to assist you in a person to person basis to make your move to this installation an easy and pleasant one. They can provide a list of rentals with corresponding locator maps and give you information regarding the area in which rentals are located.

*DoD Automated Housing Referral Network (AHRN)*--Visit [AHRN.com](http://AHRN.com) or ask at your local housing office to learn about this DoD program that is currently available for most installations. The program allows military members and families to:

- Search listings and pictures of available rentals near military installations
- Find out about shared rentals
- List their own properties for rent to other military families
- List their homes for sale by owner (FSBO) to other military members
- Contact installation housing offices

AHRN is not currently available at all installations but the phased program is adding new installations every month. Check the AHRN [website](http://AHRN.com) to see if your next assignment is an AHRN base and check out other features to assist you in your home search.

Military families on a waiting list for government quarters or those who prefer to live off-base must compete with the civilian population for adequate rental housing in Oahu's high cost housing market.

The majority of rental housing on Oahu is multiplex construction because of limited land availability and the large number of local residents.

Rental houses are also generally small with fewer bedrooms and less living space than a service member has been accustomed to on the mainland. Arriving families are therefore finding it difficult to find a home whether rental or on base, large enough to accommodate their shipment of household goods. We suggest service members consider using non- temporary storage prior to their departure from CONUS locations. Non-temporary storage at their CONUS location is authorized and should be used for excess furnishings and cold weather clothing.

## **Housing - Temporary**

### **Temporary Lodging Facility (TLF)**

Special Note: All military lodging facilities and major commercial hotels in Hawaii do not accept pets. For pet owners, there is the [MWR Pet Kennel](#) facility located near the airport. For more information, contact at 808-368-3456.

### **Single Service Members or Geographic Bachelors (Geo-Bachelors)**

The Unaccompanied Personnel Housing (UPH) Division (formerly Bachelor Housing) operates both the permanent and transient housing aboard Marine Corps Base Hawaii. The Division has two sections: the Permanent UPH Section (servicing those personnel permanently assigned to MCBH) and the Transient UPH Section (servicing those personnel visiting the Base).

For E6-E9, contact the UPH for temporary at 808-257-4170 or DSN 315-457-2409 for temporary lodging assistance or reservations. For Officers, contact the Bachelor Officers Quarters (BOQ) at 808-257-2409 or DSN 315-457-2409 for temporary lodging assistance or reservations.

### **Service Members with Family**

#### *The Lodge at Kaneohe Bay*

The Lodge on Kaneohe Bay is the designated as government lodging facility located on MCBH for service members assigned to Kaneohe Bay. Service members assigned to other than MCBH Kaneohe Bay (such as MARFORPAC Camp Smith, PACOM, SOCPAC, JICPAC etc.) may stay at an off base lodging; however, it's recommended to contact the TLA Office for further guidance.

For members assigned to MCBH Kaneohe Bay, it's best to use The Lodge on Kaneohe Bay, if available. If there are no rooms available, a Statement of Non-Availability is issued by the lodge which allows you to use off-base lodging facilities that are reimbursed by the government. Since The Lodge doesn't accept pets, a Statement of Non-Availability will be issued.

#### *Amenities*

The Lodge boasts 74 spacious living areas, complete with separate telephone and data port lines, interior connecting doors for large families and each unit is equipped with kitchenettes and a keyless entrance system. For those patrons eager to appreciate the great tropical outdoors, The Lodge also is now home to a courtyard featuring a gazebo for organized functions or for relaxation. A picnic and BBQ area invite guests to cook out and live Aloha.

You may choose to use an off-base lodging facility without checking the government lodge for availability. However, without the Statement of Non-Availability any lodging expense is reimbursement at the cost of the government lodging facility.

### **Temporary Lodging Allowance (TLA)**

Special Note: TLA will be forfeited if service member locks on off base community housing prior to checking in at the TLA Office.

Temporary Lodging Allowance (TLA) is authorized to all military personnel arriving on Permanent Change of Station orders pending availability of government quarters, or pending completion of arrangement for other permanent living accommodations when government quarters are not available.

TLA is a travel entitlement to help partially reimburse a member for the more than normal expenses incurred during occupancy of temporary lodging and expenses of meals obtained as a direct result of use of temporary lodging outside the Continental United States (CONUS) which do not have facilities for preparing and consuming meals.

Arrival TLA is administered in 10-day increments only, for a total of 60 days during the first 60 days of a member's initial arrival. If all requirements are satisfied, and the member cannot find adequate housing, then arrival TLA will terminate at 12:59 PM on the 60 day.



TLA is not paid in advanced; but is a reimbursement which is paid after filing a completed claim with receipts and endorsements. TLA reimbursement claims are forwarded to the Finance Office at the conclusion of each 10-day increment; reimbursement is then electronically deposited within 72-96 hrs of submission.

Since TLA is a reimbursement program, members must pay for their temporary lodging out-of-pocket first then submit the receipts to be receive the reimbursements. It's highly recommended to save for at least 12 days worth of lodging and meals since these expenses will be expected upon arrival. To receive or initiate TLA promptly:

- Service member and all family members must be on-island
- checked into the new command
- command sponsorship established
- checked into the TLA and Housing Office within 72 hours (or three working days) of arrival

#### *TLA Office Contact Information*

The TLA Office is now located in the housing office and may be reached at 808-257-1257 x263/288.

- For USMC: 808-257-1257 x263/288  
DSN: 315-457-8827/10/11 x263/288
- For USN: 808-257-0509 x8102/6/5  
DSN: 315-457-0509 x8102/6/5

*Total Daily PerDiem = See table below for Daily Max Rate*

Example of Per Diem for 2 people:

\$106.00 = food

\$177.00 = lodging

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\$283.00 = Per Diem daily

#### **TLA RATES Effective 01 May 2008**

# of Person(s)	Percentage of PerDiem	Meal Rates w/out a Kitchen Facility	Daily Max of Lodging + Meal Rate w/out a Kitchen Facility	Meal Rate with a Kitchen Facility	Daily Max of Lodging + Meal Rate with a Kitchen Facility
1	65%	\$34.45	\$149.50	\$68.90	\$183.95
2	100%	\$53.00	\$230.00	\$106.00	\$283.00
3	125%	\$66.25	\$287.50	\$132.50	\$353.75
4	150%	\$79.50	\$345.00	\$159.00	\$424.50
5	175%	\$92.75	\$402.50	\$185.50	\$495.25
6	200%	\$106.00	\$460.00	\$212.00	\$566.00
7	225%	\$119.25	\$517.50	\$238.50	\$636.75
8	250%	\$132.50	\$575.00	\$265.00	\$722.50
9	275%	\$145.75	\$632.50	\$291.50	\$707.50
10	300%	\$159.00	\$690.00	\$318.00	\$849.00

\* NOTE: Hawaii Per Diem rates typically updates in the 3rd quarter (between April thru June) of a fiscal year.

## **Housing - Government**

### **Military Housing**

*Special Note* -- Base housing policy allows a maximum of two (2) pets per household. American Staffordshire Terriers and Staffordshire Terriers (also known as Pitt Bulls) are prohibited on Base.

#### *Eligibility*

The Family Housing Department and Forest City, our Public Private Venture (PPV) partner, provides housing to families of Marines assigned to duty on Oahu and members of other services assigned to Marine Corps Base Hawaii, Kaneohe Bay and Marine Forces Pacific at Camp H. M. Smith.

MCB Hawaii Housing Office is located in Building 455, at the corner of Lawrence and Pancoast Street. Hours of operation are Monday, Tuesday, Thursday, Friday from 7:30 am - 3:30 pm, Wednesday from 7:30 am - 2:00 pm.

#### *Application*

Note: The advance housing application below is intended for active duty military personnel only.

You may be placed on a housing waiting list in advance, once we receive your DD1746 (Application for Assignment to Housing) and a copy of your PCS orders. However, you will not be offered a house prior to physically arriving and officially reporting for duty.

Please fill out this application, [DD1746 \(click for fillable file\)](#), then print the application and fax it to 808-257-1259 or DSN 315-457-1259, or you may mail the application to the below address. If you have an email address, please include this information in your application. Once your application has been sent, please allow 10 working days for information to be added to our database.

Use the [MCBH Housing on-line website](#) to track your wait number.

Upon arrival, all service members accompanied by command-sponsored dependents must report to the Family Housing Office located on Marine Corps Base Hawaii, Kaneohe Bay. You can accept and move into housing up to 14 days before your family arrives.

#### *Exceptional Family Member Program (EFMP)*

If you have family members (dependents) enrolled in the Exceptional Family Member Program (EFMP) or with special physical challenges, please notify us before you move from your current duty station. Please call MCBH Kaneohe Bay Housing Office at DSN 315-457-1257 or 808-257-1257.

#### *Section 802 Housing*

Private rental housing, Section 802, is available on Base at [MCBH Kaneohe Bay](#). These units are available to all active duty service members eligible for family housing. Constructed in 1992, the Section 802 housing community is comprised of 276 units. All units have two bedrooms, 1 or 1 1/2 baths, kitchens with all major appliances including dishwasher, enclosed utility rooms with a washer and dryer, fully enclosed garage, off street parking, and ceiling fans in both bedrooms.

Three unit styles are available: townhouse style (997 sq ft), apartment style (990 sq ft), and the handi-capable style (1020 sq ft). The 802 community has five playground areas with modern play equipment. This community is centrally located and within walking distance to the elementary school, Early Childhood Development Center, PX, commissary, 7-day store, veterinary clinic, and golf course.

An established lease rent and maintenance fee are paid by the occupant on a monthly basis. For calendar year 2007, the combined lease and maintenance fee is \$1346. Electricity, water, and sewage are provided by the government. For more information please call 808-257-1257 ext 206, FAX 808-257-1259.

### **Single Service Member Housing**

As a SNCO or Officer, billeting is available for unaccompanied personnel upon arrival to the island of Oahu and MCB Hawaii. Billeting is accomplished at the reporting unit. If any questions may arise, please use the unit's Point of Contacts list or when checking in, notify the IPAC Customer Support Branch. SNCO's should check into the Transient SNCO Quarters and to make reservations at the SNCO Quarters call 808-257-2409 or DSN 315-457-2409. Officers should check into the Bachelor Officers Quarters and reservations can be made at the BOQ by calling 808-257-2409 or DSN 315-457-2409.

For all single members E5 and below, accommodations are made by the gaining unit/command.

## **Storage**

Housing on Base and in the civilian community generally has less square footage and storage space than in the Continental U.S. (CONUS). We encourage you to use non-temporary storage for excess furnishings and cold-weather items if you are moving from CONUS.

The government will store your excess household goods for free if it doesn't fit into your base house. This program is called the Overflow Storage/Drayage Program and this process is handled by the Base Housing Office.

## **Other**

### *Loaner Furniture*

This is a FREE no cost program for only families while waiting for your household goods, loaner furniture will be provided for a period up to 90 days for those living off Base or in 802 Housing. Forest City, our Public Private Venture (PPV) partner, provides loaner furniture if you live on-Base in PPV housing.

Loaner furniture inventory consists of essential furniture for the living room, dining room and bedrooms. In addition, the Base Housing Office will provide washers and dryers to incoming families living on-base up to a 90-day temporary loan basis.

It is recommended that service members ship their own washer and electric dryers with their household goods if they wish to occupy base housing during their tour to Kaneohe Bay or Camp Smith.

## **Household Goods - Overview**

### **Arranging Household Goods Shipments**

As soon as you are alerted to your upcoming PCS move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate to charity. Get important family records together in one place. You can even estimate the weight of your household goods before you visit your transportation office to set up the move. If you are going overseas, you should begin to plan what items you will take in your hold baggage, in your household goods shipment and what might need to go into storage. Remember for overseas assignments electricity is different and houses are generally much smaller and cannot handle large furniture.

Set up an appointment with your transportation office as soon as you have a copy of your PCS orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. The counselors will explain all your PCS move entitlements in detail. Your first decision is whether to have the government move you or whether to move yourself. There are pros and cons to each type of move. Your counselor will answer all of your questions. If you choose a government move, they will book your shipment and let you know the exact dates the movers will come. If you choose to move yourself, the counselor can assist with recommendations and tips on how to do a personal move.

#### *Automobile*

The government may ship one Privately Owned Vehicle (POV) at their expense to your new overseas location. This is handled through your transportation office. Remember to discuss your POV needs at your initial counseling session. The shipping contractor has established a [website](#) where you can track the location of your POV through the shipping process.

#### *Shipping Pets*

Planning for shipment of your pet includes researching airline requirements and quarantine and restriction laws in your new location. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation and season of the year limitations. Occasionally, small pets can be shipped on military flights but availability and regulations are always changing as well as fees. Checking the [SDDC website](#) will provide details on shipping pets.

Many international locations have strict importation laws including extended quarantines and restrictions on breeds or types of animals that can be brought into the country. Carefully research these rules as they could impact your moving schedule. Not only do overseas locations have strict rules but many locations have restrictions on dangerous dogs as well.

### **Delivery of Household Goods Shipments**

It is your responsibility to contact the transportation office as soon as you arrive at your new duty station. Let them know how you can be contacted, phone, mobile phone and e-mail. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing.

#### *Customer Satisfaction Survey*

Once your personal property is delivered, you'll be asked to [rate the customer service](#) you received from the movers. Make sure you take the time to do this. Your feedback will make the process better for everyone.

#### *Claims*

If you have any loss or damage to your personal property you may need to file a claim. Use the front of [DD Form 1840/1840R](#) to notify the mover of any loss or damage you find at the time of delivery. If further loss or damage is discovered after the transportation provider departs, use the reverse side of the form, DD Form 1840R. You must **file DD Form 1840/1840R within 70 days of delivery**. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. A claim is separate and distinct from these forms. Your local personal property office and claims office will give you complete instructions on where and how to file DD Form 1840/1840R and your claim.

**Traffic Management Office (TMO) on MCB Hawaii**

The TMO is located on MCBH at the corner of 2nd & C Street. Hours of operation are from 7:30 am - 4:30 pm, Monday - Friday, except on Thursday we close at 2:00 pm for training purposes. For more information, call 808-257-5567 /5569 /5868.

The Joint Personal Property Shipping Office is located at Pearl Harbor at BLDG 487. They are responsible for arranging delivery dates to the member.

To set-up delivery dates call 808-473-4497. This is an automated system. The system will ask you to punch in your social security number (Please note the number you punch in is the same number on your DD 1299 application). This system will inform you if your Household goods/Private owned vehicle.

You are required to stay at your delivery address from 8:00 am - 7:00 pm or until your shipment has been delivered.

Storage in Transit (SIT) - 90 days of SIT (known as temporary storage) from the day of shipment arrival is authorized. When HHG's in SIT cannot be withdrawn during the first 90 days and the conditions for which they are withdrawn are beyond the member control, an additional 90 days may be approved by the TMO.

## **Household Goods - Shipping Pets**

### **General Requirements (Pre-Shipment and Post Arrival)**

- Two (2) rabies vaccinations given at least 6 months apart with the last vaccination given not less than 3 months and no more than 12 months prior to entry or re-entry into the State.
- Serological test no less than 3 months and no more than 12 months prior to arrival in the State and a repeat test after arrival. The test results must be no less than 0.5 International Units.
- The serological test is known as the OIE Fluorescent Antibody Virus Neutralization (FAVN) test. The test is presently available at Kansas State University or the Food Analysis and Diagnostic Laboratory in Texas.
- Microchip identification required by the State, which can be read by US issue AVID scanner (AVID, HomeAgain) and verified by your veterinarian.
- FAVN test results listed above must be identified by this microchip number in order for the results to be considered valid.
- Health Certificate written in English.

All requirements must be met. Failure to meet any one of the requirements would subject the animal(s) to a 120 day quarantine. For a free detailed information packet, write to:

State of Hawaii, Dept. of Agriculture Division of Animal Industry 99-951 Halawa Valley Street Aiea, HI 96701-3246, 808-483-7151 or fax 808-483-7110.

### **Important Quarantine Information**

Hawaii is a rabies-free state. Hawaii's quarantine law is designed to protect residents and pets from potentially serious health problems associated with the introduction and spread of rabies. All dogs and cats, regardless of age (puppies and kittens included) or purpose, must comply with Hawaii's dog and cat import requirements.

Visit the [State of Hawaii Department of Agriculture Animal Quarantine website](#). The online brochure, checklists and forms are available.

Dept. of Agriculture has developed a checklist to assist pet owners in qualifying their pet for the *Five Day-or-Less* program.

The State of Hawaii has implemented a 5-day-or-less quarantine program which allow pets for "direct release" from the airport if all pre-arrival requirements are completed and all the required paperwork is submitted at least 10 days prior to arrival. The 5-day-or-less quarantine is a new option. The 30-day and 120-day quarantine programs remain in effect for pets that do not satisfy the new requirements.

Fees for the 5-day-or-less quarantine program will be \$165.00 if the pet qualifies for direct release from the airport and \$224.00 if the pet must be held for up to 5 days of quarantine.

The cost of the 30 day and 120 day quarantine will remain at \$665.00 and \$1,080.00, respectively.

*Important Note* -- Pet owners are responsible for transporting all pets released from the Airport Animal Quarantine Holding Facility (AAQHF) to their vehicles or the Inter-island terminal. Airport security regulations do not permit animals to be let out of the transport crate on airport property. Pets must be picked up and loaded into a vehicle or onto a baggage cart in their transport crate. Therefore, vehicles must be large enough to accommodate the intact crate with the pet inside. There are no baggage carts or porters in the immediate vicinity of the AAQHF.

If you are concerned about how your pet endured the flight, brief visual inspection of your pet is allowed at the Airport Animal Quarantine Holding Facility. The office is located at the Ewa Service Road that runs between the inter-island terminal and the main terminal.

Owners may also call the airport facility for an update on their pet. The phone number is 808-837-8092. The facility is staffed 24-hours a day.

## General Information

Pet owners are responsible for their pets traveling to and from Hawaii. This includes meeting the airline's pet travel requirements; pet's travel arrangements; pet transport; pet boarding; etc.

The following resources are also available to help plan for your pet's travel:

- [The US Department of Transportation](#)
- [The US State Department](#)
- [The Humane Society of the United States](#)
- [U.S. Department of Agriculture's \(USDA\) Animal and Plant Health Inspection Service \(APHIS\)](#)
- [US Department of Health Services, Centers for Disease Control and Prevention](#)

## Boarding

The Army MWR Pet Kennel accepts lodgers of the furry kind. USAG-HI Morale, Welfare and Recreation Fund kennel is available for dogs and cats and is located at the Halawa State Quarantine site in Halawa Valley.

### *Fees*

- Dogs are \$14.00 per day and \$10.00 for second family dog sharing the same kennel
- Cats are \$10.00 per day and \$5.00 for second family cat sharing the same kennel

*Eligibility* -- Limited spaces are available for eligible patrons who include: Active Duty, DOD, Retired, and Reservists.

*Reservations* -- In order to reserve a space for your pet, the registration form must be completed and a two day boarding deposit must be submitted to the kennel at least 20 days prior to the boarding date. The deposit will be refunded if the reservation is cancelled within 5 days of boarding. Boarding of animals without reservations will only be accepted on space availability. Peak times are summer, Thanksgiving and Christmas; reservations should be made two to three months in advance for best availability options. Call 808-368-3456 for more information and reservations.

## Veterinary Services

The Veterinary Treatment Facility offers routine vaccinations, annual exams, nail trimming, a wide selection of pet health care products and much more for the pets of military families. Retail pet supplies are sold to authorized patrons in the retail store.

The Veterinary Treatment Facility is located in Bldg. #455 and can be reached at 808-257-3643.

## Transportation

### *Health*

Nothing can waylay a trip with an animal faster than a health problem, and your pet's well-being should be of primary importance to you. Have your pet examined by a licensed veterinarian, preferably one who has cared for the animal on a regular basis. Ask the doctor to prescribe a motion sickness pill or sedative as a preventive measure. Don't tranquilize your animal automatically. Sedated animals are more likely to develop problems. (Note: Motion sickness pills are preferable to tranquilizers.) NEVER give your pet tranquilizers without your vet's approval and NEVER give an animal any medication that has been prescribed for human use. Avoid traveling with an animal during extreme weather. Pets that are tranquilized are especially susceptible to breathing problems, as are breeds such as bulldogs, pugs and Pekingese who have short-faced heads. Some airlines will not accept pets that have been tranquilized.

Air travel has become the most common way to transport animals. Unfortunately, it is also the most stressful and most fraught with potential hazards.

Reservations for cabin pets must be made as early as possible with the airline. Rules differ from airline to airline, but generally only one animal per flight is allowed in the cabin and permission is granted on a first come, first serve basis. Animals traveling in the cabin are considered "carry-on luggage" by airlines, and as such must meet the same criteria as any baggage in that category. In other words, the pet carrier must fit under the seat. Obviously this restricts



the carry-on option to very small animals. (A fee is usually charged).

In most cases, animals fly in the cargo section of the plane. Most airlines will allow you to ship your pets as excess baggage and charge accordingly. Charges vary by airline so check with your airline for costs. Also the number of pets in the cargo hold is limited and reservations should be made well in advance. Many airlines also place embargos on pet transportation when the weather can be too hot or cold to transport pets safely.

Another option is shipping your pets as cargo. While this is more expensive than the other two methods, these methods provides more certainty that your pet will be placed on the airplane and is the only way they may travel unaccompanied. Costs vary by airline and are based on the combined weight of the pet and the shipping crate.

All animals must be confined in airline approved shipping crates. Contact your airline for their specific requirements.

The State of Hawaii prohibits the introduction of all snakes. Certain pets other than dogs or cats may also be restricted. To determine if your specific pets is allowed, please contact the Hawaii Department of Education for more information.

### **Other Important Information**

#### *Neuter Now*

The City & County of Honolulu, the Hawaiian Humane Society and Oahu veterinarians jointly support Neuter Now, a program that provides low-cost spaying and neutering for owned dogs and cats. Neuter Now certificates are valid for three months. Costs are \$40 for a male cat, \$50 for a female cat, \$50 for a male dog, and \$75 for a female dog.

Purchase a sterilization certificate at the Hawaiian Humane Society or any Satellite City Hall. This subsidized service is available to all residents of Oahu. If you are under age 18, a parent or guardian must sign the sterilization certificate.

#### *Dogs in Pick-up Trucks*

Dogs in the back of pickup trucks must be properly restrained in a secured carrier or cross-tethered from three points in the truck bed to prevent them from being thrown from the truck.

#### *Leash Law*

Dogs on public property are required to be under restraint, that is, on a leash of eight feet or less. This includes beaches and parks, except for those specifically designated as [off-leash parks](#). In addition, dogs are not allowed on private property without the property owner's consent.

## **Education - General Overview**

### **Public School**

There are no DODDS Schools in Hawaii.

MCBH School Liaison Officer (SLO) is available to assist relocating families with school age children with their educational resources and support. Visit the [SLO website](#) for additional information or contact them at 808-630-8281, or via fax at 808-257-3290.

All public schools are state schools managed by the [Hawaii's Department of Education](#). Visit the Military Families link and see all the school districts supporting the military bases and military housing community.

By law, all children are required to attend school from the year they become age 6 until age 18, or until graduation from high school if that comes earlier. Certain exceptions are allowed with Department of Education (DOE) approval. Kindergarten is not required, but is offered in the public schools. Children may start kindergarten in September of the calendar year in which they reach age 5.

The Hawaii Public School System statewide student-teacher ratio as agreed upon by the Teachers' Union-DOE contract is 26.5 to 1. The ratio in grades K, 1 and 2 is 20 to 1. Some class sizes may vary slightly, but the actual ratio is usually agreed upon.

### *Grading System*

Hawaii does not have a standard grading system.

### *Health Requirements for New Entrants to Hawaii Schools*

If your child will begin school for the first time in Hawaii, this information is very important to you. The Hawaii School Attendance Law requires all children entering school in the state for the first time to meet certain health requirements before they can be admitted to school. School is defined as any:

- Kindergarten
- Elementary
- Secondary school
- Public or private school
- Includes all day care facilities
- Head Start Program
- Preschools and special education centers for children

If you have a child who will be entering school for the first time in the state, you must provide to the school:

- Tuberculin test or chest X-ray results: All students must show evidence of a negative TB test or X-ray before they can be admitted to school.
- Test results must be completed and documented within one year prior to entry into Hawaii's school system. X-ray required if skin test is positive. Only PPD tests (not tine) are acceptable.
- Complete health record to prove that a physical examination, a negative tuberculin test, and all required immunizations have been completed.
- In lieu of a completed health record, a signed statement from your doctor within seven (7) days of starting school to prove that your child is in the process of completing the health requirements. In this case, the law allows your child 90 days to complete all the health requirements with the exception of a tuberculin test.
- If all health requirements are not met within the specified time limits, your child will be withdrawn from school.

### *Physical Examination*

- Physical examinations are mandatory for children and adolescents entering Hawaii's public schools for the first time.

- Physicals must be completed and documented within one year prior to entry into Hawaii's school system.
- Student's Medical Report (State of Hawaii Form 14) is required by the DOE to record the results of this examination. Form 14 is available at the Naval Health Clinic, MCB Hawaii, Kaneohe Bay.
- Physicals are also required for students entering the 4th and 7th grades. Check with your child's school to find out if he/she needs a physical examination.
- If your child will be participating in any school-sponsored sports program, it is your responsibility to pick up the required forms from the school and present them to the examining physician at the time of the school physical.

*Military Treatment Facilities for Marines and Navy:*

- [Hawaii Naval Health Clinic](#)
- [Tripler Army Medical Center](#)

It is highly recommended to have school health requirements done before or shortly after moving. A blank Health Record Form 14 is in the welcome aboard packages and at the various medical clinics. One parent or legal guardian must be present when your child is examined.

*Student Bus Transportation*

The State of Hawaii Student Bus Transportation policies, rules, and regulations have been developed by the Board of Education through public hearings, conducted throughout the state, and approved by the Governor. Rules of the DOE, when signed by the Governor, have the effect of law. At the present, there are two state agencies involved in student bus transportation, the DOE and the Department of Accounting and General Services.

Bus services fall into two categories: full subsidy or partial subsidy.

*Full subsidy transportation* (free bus services) is provided for special education students who have transportation as a related service as part of their Hawaii IEP; free bus service is also provided for those students which the SIP Center assigns to Aikahi, Lanikai, Kainalu or Kailua Elementary Schools.

A *partial subsidy* is provided for students attending school in their assigned school district more than a mile from school. This means that these students who live more than one mile from school pay 10 cents each way to ride the school bus.

*Geographic Exceptions and No Child Left Behind (NCLB) Parental Choice Transfers*

Public school students who wish to attend a particular school outside their home school may request a transfer. Regular Geographic Exception applications should be submitted to the school at which attendance is desired. NCLB/Choice applications should be submitted to the home school (the school that the student would attend based on official residence).

Students eligible for NCLB/Choice transfers will be given highest priority among all students applying for geographic exceptions and are eligible for transportation support to the new schools. Priority is given to students with the greatest academic and economic need, as determined by grades and eligibility for free or reduced-price lunch. Priority for incoming kindergarten students is based only on economic need.

Following highest priority for NCLB/Choice applicants, priority for regular geographic exception is given to:

- Students wanting a program of study not available at their home school.
- Siblings of students already attending the receiving school who will continue to be enrolled in the coming year.
- Children of staff members at the receiving school;
- Students not living with their parents who have an authorized physical residence in the receiving school's attendance area.

All other requests for geographic exception are considered only after priority requests have been accommodated. Due to lack of facility space, certain schools are accepting applications on a waiting list basis only. A chance selection process shall be used at schools where applications exceed available spaces.

Students currently attending a school on a geographic exception or under NCLB/Choice may continue until their terminal year at that school without reapplying each year. Under NCLB/Choice, transportation support is provided as long as the home school continues under Title 1 status.

**Adult Education**

The Joint Education Center (JEC) is fully staffed and very knowledgeable. Please stop by their office in Building 220 or call them at 808-257-1232 if you have further questions.

## **Education - Training (College/Technical)**

### **Installation Education Center**

The Joint Education Center (JEC) is fully staffed and very knowledgeable. They are located in Building 220 and can be reached at 808-257-1232.

The Joint Education Center provides testing including Dantes/DSST tests, tuition assistance for active duty Marines and Sailors, as well as education workshops for everyone. The center's Lifelong Learning Program (LL) provides personal and professional learning opportunities within the Navy/Marine Corps Community. The LL Program focuses on voluntary off-duty academic programs in a traditional classroom setting. Access to LL for independent duty and deployed Sailors/Marines is facilitated through online enrollment and correspondence courses. Spouses and civilians who work aboard Marine Corps Base Hawaii or reside in the nearby community may enroll in voluntary education courses on the Base. Priority is given to active duty military personnel.

### **Colleges**

For a list of on-base Anchor Schools as well as visiting schools, please visit the [MCB Hawaii Joint Education Center website](#).

## **Library**

### **Marine Corps Library Programs**

The United States Marine Corps General Library program supports the quality of life and well-being of Marines and their families amidst diverse circumstances. Lifelong Learning Headquarters (LLHQ) extends library services to remote Marines, coordinates policy, and manages reporting requirements for the installation General Libraries. Sixteen General Libraries and 11 branch libraries provide collections of 60% professional and academic materials and 40% leisure reading to eligible patrons. An Integrated Library System and General Library websites provide online access to additional resources and services.

On installations, General Libraries play an important role in the professional life of Marines and the family life of their dependents. Collections include academic and professional research resources so that Marines can readily locate professional reading titles, earn college degrees or certifications, update their promotion package, prepare for retirement, and expand future career opportunities. Several on-base colleges offer orientation classes in library research skills at installation libraries. Voluntary Education and General Libraries work in cooperation to meet the needs of Marines receiving tuition assistance. Materials for Marines preparing for CLEP and DANTES tests are in high demand, and library computers are often used to take practice tests. An Inter Library System (ILS) extends the use of each General Library's collection. The system supports remote access to databases and the General Libraries' electronic catalogs. It provides an online public catalog for locating and delivering interlibrary loan materials that meet a scholar's demands, a historian's needs, or a hobbyist's interests.

On-base General Libraries extend opportunities for community sharing, learning environments, and entertainment for single Marines, families on base, and families of deployed Marines. A thematic summer reading program has been standardized to support mobile military children. Library events that vary by base have included science experiments, multicultural activities and refreshments linked to book displays, or a private webcam meeting with a family member in combat.

Lifelong Learning Headquarters procures online databases to provide academic research, professional resources, and recreational material that is available anytime, anywhere for Marines and their families. On the General Library's website, GALE resources offer five full text newspapers and over eighteen collections of databases that cover needs such as academic research, health, criminal justice, and elementary through high school interests. [Tutor.Com](#) Live Homework Help provides online tutors for students from elementary grades through introductory college courses for a broad range of subjects including writing, mathematics through calculus, science, and history. General Librarians support cultural awareness and OCONUS families by registering library patrons for Rosetta Stone, web-based foreign language lessons. Links to NKO, MilitaryOneSource, and websites provide access to Tumblebooks, ebooks and additional databases. Marine Corps General Libraries are award winning. More than half a dozen Librarians in the General Library program have won prestigious National Parks and Recreation Association - Armed Forces Recreation Society awards. Three of the Marine Corps General Libraries have been awarded Premiere General Library certificates from DoD and are the only Premiere Libraries within DoD. One of those libraries was elected the 2006 Federal Library/Information Center of the Year (large library category) by the Federal Library and Information Center Committee of the Library of Congress. Every success of the program is the outcome of dedication to sustaining and improving the quality of life for Marines and the Marine Corps community.

### **Military OneSource On-Line Library**

Our mobile military members often don't have the resources of a brick and mortar library on hand to provide entertainment, learning or solace. The Online Library provides those resources while the members are in transit or deployed. One-stop shopping for all library resources in print, electronic and downloadable format are available online, 24/7. The library provides recreation, lifelong learning, reference, and career resources for all ages and interests. **All resources including audio and eBooks are free. Resources are available anywhere in the world where there is access to the internet.**

[Military OneSource On-Line Library](#) provides 24/7 access to library materials that include:

- Ability to download free books from thousands of fiction and non-fiction titles, including animated children's books, or request a free paperback or digital Playaway book from Military OneSource.

- Access to data bases to pursue education, research careers, fix cars or home appliances, maintain or remodel apartments or homes, and more.

## **Education - Local Schools**

Choosing the right school for their children is a priority for military families. This article describes excellent resources for your use in planning for your child's educational needs. Parents can find current information about public, charter and private schools by using the tools below:

### **1. How do I choose a good school?**

[Choosing a School for Your Child](#) is a U.S. Department of Education publication that will help families identify what is important in selecting a school.

[The School Visit: What to Look For, What to Ask](#) Whether you are choosing a school for the first time, or because you are in transition, this site will provide you with information about what to do and what to ask.

### **2. What schools are in my area (or in the area where I may move), and how good are they?**

Several high quality commercial tools are available to assist in making decisions about which school to choose for your child. Listed below are these website tools along with information on how you access the information and what type of information each site provides.

Both [Great Schools](#) and [School Matters](#) provide a wealth of information for parents:

- School contact information
- Distance from zip code (provide the installation zip code, or the zip code of the area where you will be living)
- Public, private or charter school designation
- Student/teacher ratios
- Free and reduced school lunch program (an estimate of economic disadvantage)
- Great Schools provides a rating of schools and a parent comment section
- Percentage of students meeting or exceeding the state standards in math, reading and language arts
- Teachers - average number of years teaching experience, % of first year teachers on the staff
- Students: Average percentage of students absent from school for more than 15 days
- Ethnic breakdown and percent of students with English as a second language
- School Matters provides college prep scores (PSAT, SAT, ACT test scores)-for high schools only
- Great Schools also provides parents the ability to rate the schools and make comments on the schools.

For both sites, the user must enter the State and zip code to find schools in the area.

SchoolQuest was developed by the [Military Child Education Coalition](#) to help military families select schools. SchoolQuest also offers an Online Library that provides resources for families in transition. At this time, the SchoolQuest data base covers 99 military installations. The Military Child Education Coalition also provides a [data base of information](#) on each State's educational system.

[The School Report Tool](#) is available from Military OneSource that list names and locations of public, public charter, private, virtual and home schooling choices around major installations. [Charter Schools](#) are nonsectarian public schools of choice that operate with freedom from many of the regulations that apply to traditional public schools. Use this site to find one in your area.

### **3. How can I help plan for a successful transition in this new school and for my child's school career?**

Parents often want to know about the availability of extra curricular activities and sports, or the availability of advanced classes. For these questions, it is best to contact the schools directly. It is important to ask the right questions. The following resources can help with these questions and others.

The [Toolkit for Parents](#) was developed by the Department of Defense, especially for Military Families. This 85 page booklet walks parents through preparing for the move and the first two weeks of school....what to ask, what to take, etc..



The [Military Impacted Association](#) has [checklists](#) available for military kids who are leaving or entering a new school.

The Military Child Education Coalition has a [checklist for transferring students](#) that will be helpful. Additionally, through [SchoolQuest](#), MCEC provides parents with the ability to develop a profile for each of their children, which then will provide them with a report on issues related to transferring to a new school district.

#### **4. Question? What happens if I need help during the school year?**

During the school year, there are always questions that parents have, such as "What is the best way to help with homework?" or "What if my child needs to see a counselor because my spouse is deployed?" Military OneSource helps with these questions and has 24/7 access. You can call them at 1-800-342-9647, connect to them at the website [Military OneSource](#), or [e-mail a consultant](#).

## **Education - Local Schools/Overseas**

### **Overseas Schools -- What You Should Know**

Moving your family from one installation to another in the U.S. can be challenging enough; but moving your family overseas presents an even more complex situation. One of the most important challenges can be summed up by this question, "Where are my children going to go to school?"

This article will provide resources to help guide military families through the many questions and decisions regarding local schools abroad.

#### **Where do I start?**

Start with the information on your new installation. Visit [Plan My Move](#) and review the installation's Education - Overview article. All of the overseas installations have dedicated a portion of the Education Overview to discussing the education options available in the local community as well as the DoD schools located on the installation, if available. Most installations overseas that allow accompanied family travel have one or more DoD schools.

#### **What is the difference between a DoD school and an international or national school?**

[DoDEA](#) is the Department of Defense Education Activity. DoDEA operates DoD schools in 12 foreign countries, Guam and Puerto Rico. All DoDEA schools are fully accredited by U.S. accreditation agencies and maintain high academic standards with well rounded educational programs.

In addition to DoDEA, the [U.S. Department of State's Office of Overseas Schools](#) mission is to promote quality educational opportunities for dependents of American citizens overseas at the elementary and secondary level. If a DoD school is not available on your installation there may be a school in the local community that is an American-Sponsored Elementary and Secondary School.

International schools are English-language schools whereas National schools are schools where courses are taught in the native language. The curriculum and grading system of an International school tends to be similar to the traditional American education system. This is a consideration if your family will be returning to the U.S. prior to your child or children graduating high school. Remember, when choosing a school it is best to try to match the school with your child's needs and expectations.

#### **Where can I find a list of International schools in the country where my family is moving?**

The Internet can be an excellent resource for finding International Schools overseas. You can find a complete directory of overseas schools on the [International Schools Services' website](#).

In addition, the [World Wide Schools](#) website is an excellent resource. From the homepage you can select the country. Once you have done this, a list of schools will appear and you can then choose which one you are interested in researching. All of the information appearing on this website is provided by the schools directly. Some of the information you may find on a school includes: a background summary about the school, the school's address, phone number, website, and even the email address of the director of the school. This information should be explored so that you can make comparisons with other International schools in the area to determine the best place for your child/children.

#### **How do I decide what school is best for my child?**

This process is much the same as it would be in the U.S. You may not have as many choices but it is important to make a list of possible schools and then begin to ask around. This is a daunting task since it is likely that there will be a language barrier. However, talk to the Relocation Personnel in the Family Center and your sponsor at your new installation who may be able to put you in touch other families with children around the same age as your child/children. Always contact the school directly and ask for references.

Once you have narrowed down your options, interview the school or schools directly. This is best done in person, if possible. Ask about: attendance, atmosphere, curriculum; grading system, tuition, accreditations, the staff and administration; as well as other practical details such as, does the school provide meals, what types of extra curricular programs are available, is there transportation, holidays and schedule, sports programs, before and after school care programs, and how is the facility maintained.

**Now that I have chosen a school, how do I successfully facilitate the transition for my child?**

A successful transition should be a priority during planning the move and once the move has been completed. The more knowledge you provide your child with, the more confident he/she will feel once he/she arrives at the new school. Allow your child to be a part of the decision making process, if he/she is old enough, and take his/her opinions into account.

[MilitaryStudent.org](http://MilitaryStudent.org) provides several valuable tools to facilitate the transition process. Although many of these tools are not geared specifically to an international move the resources provided do apply to any military student transitioning to a new school in the U.S. or overseas.

## **Employment - Overview**

### **Spouse Career Advancement Initiative**

The Military Spouse Career Advancement Initiative is designed to advance military spouses into portable careers by providing them with education and training in high-growth, high-demand occupations. Career Advancement Accounts, also known as CAAs, are flexible education funding accounts to pay for expenses directly related to post-secondary education and training, including tuition, fees, books, equipment, and credentialing and licensing fees necessary for portable careers. High-growth industries include financial services, education, healthcare, information technology and construction. High-demand occupations can be found in human resources, hospitality, homeland security and business administration.

The Department of Labor (DOL) and the Department of Defense (DoD) are jointly funding this project which is being deployed nationwide. Voluntary Education Centers and One-Stop Career Centers are collaboratively providing career counseling, guidance and assessments to support military spouse career and education choices.

CAAs, are self-managed accounts that must be used with approved local education and training institutions. CAA funds must be used for expenses directly related to career preparation. There is a limited amount of funds available in the CAA demonstration. The maximum amount of the CAA demonstration is \$3,000 for one year. The accounts may be renewed for one additional year, for a total two-year account amount of up to \$6,000 per spouse. Call Military OneSource at 1-800-342-9647 or visit the [website](#) for CAA for more information.

### **Employment Options**

#### *Employment Opportunities on Base*

Hawaii has one of the lowest unemployment rates in the United States; it means that there are definitely jobs available here. On the other hand, the Hawaii job market is very competitive as the high cost of living creates a great demand for jobs. Minimum wage positions, especially in the tourist related industries, are abundant; however, as wages increase in particular fields so does the competition.

Make sure to bring with you all employment records and information, resumes, transcripts, certificates, and licenses.

#### *Marine Corps Community Services (MCCS)*

Looking for a job? Marine Corps Community Services employs more than 700 people in retail, food and hospitality, fitness, child and youth activities, water safety, logistics and administration. For the latest postings click the link for [MCCS NAF Job Listings](#) or call the MCCS Personnel Office Job Vacancy Line at 808-254-7619. Postings are updated weekly. If you would like to speak to a MCCS Personnel representative, please call 808254-7632.

### **Family Member Employment Assistance Program**

The Family Member Employment Assistance service provides valuable employment assistance and accurate, timely information about how to find employment in Hawaii for family members of Marines, Sailors, reservists and retirees.

The Career Resource Management Center (CRMC) at Marine & Family Services, Bldg. #216 assists family members, retirees, reservists seeking employment and active duty personnel looking for employment. This is accomplished through a variety of services, seminars and special employment recruitment -- all at NO COST. These services include:

- [Career/Job/Resume Counseling](#)
- [Company Recruitment](#)
- [Federal Application Workshop](#)
- [Interviewing Basics Workshop](#)
- [Joint Employment Management System \(JEMS\)](#)
- [Resume Software](#)
- [Resume Workshop](#)

CRMC has an extensive stock of Career Resource books available for use within the office. The subjects covered include resume instruction, college information, career fields, and current professional topics and trends.

### **Joint Employment Management System (JEMS)**

JEMS provides a computerized local job search for the island of Oahu. This job bank is available to the military community affiliated with the Marine Corps Base Hawaii and Marine Forces Pacific.

The [website](#) allows for self-registration and once the FMEAP counselor has reviewed the member's eligibility, access will be approved or denied.

In addition to providing local employment opportunities through the JEMS job bank, FMEAP coordinates and hosts local job fairs and federal agency recruitments.

### **Unemployment Compensation**

Unemployment compensation may be available for the spouse of a newly assigned military member or civilian employee. For more information please contact the [Hawaii Department of Labor and Industrial Relations](#).

### **Tuition Assistance**

#### *Career Advancement Accounts (CAA)*

Career Advancement Accounts, sometimes called CAAs, are self-managed accounts that will enable military spouses to gain the skills needed to successfully start, navigate, and advance their 21st century careers. Spouses may use their accounts to pay for expenses directly related to post-secondary education and training, including tuition, fees, books, equipment necessary to complete their education or training, and credentialing and licensing fees. Education and training activities must lead toward an educational credential or industry-recognized credential.

The amount of a Career Advancement Account is up to \$3,000 per year (from the training start date). A Career Advancement Account is renewable for a second year, for a two-year total of up to \$6,000.

Career Advancement Accounts are targeted to eligible military spouses without a post-secondary degree. However, individuals who have a bachelor's degree and are seeking a credential in a portable career, such as teaching, also can receive a Career Advancement Account.

For more information, please contact the Joint Education Center (JEC) at 808-257-1232.

### **Transition Assistance**

Transition Assistance Program (TAP) provides help to Marines and Sailors who are separating or retiring from the military by offering important information and assistance on how to make a successful transition into civilian life.

TAP counselors assist service members in all areas of transition. One-on-one counseling, instruction, and assistance are available as needed. However, one-on-one counseling does not satisfy the requirement for pre-separation counseling or attendance at the TAP Workshop.

## **New Parent Support Program**

### **Marine Corps New Parent Support Program**

The New Parent Support Program (NPSP) helps to build strong healthy families to cope with stress, isolation, deployment, post-deployment reunions, and the everyday demands of parenthood through a variety of programs including support groups and parenting classes. This program offers expectant parents, parents of newborns and young children the opportunity to learn new skills as parents and to improve old ones. The confidential services also offer you the opportunity to express your concerns and ask questions.

### **Programs Offered**

Programs and Services offered by NPSP include:

*Dad's Baby Boot Camp and Mom's Basic Training* -- Classes provide expectant parents and those with an infant an understanding of the infant's world and the basic skills necessary for loving, safe care.

*Parent Classes* -- Classes provide "hands on" information for parents to make informed, responsible decisions about their toddlers and young children.

*Referrals* -- Assistance with information and referrals provide help for finding the appropriate military and community services.

*Play Morning* -- An interactive play group designed to teach parents developmentally appropriate play and to help children improve their social, cognitive, and motor skills.

*Home Visits* -- Help with your concerns as a parent or parent-to-be in the privacy of your home by a warm, caring professional.

NPSP services are available to families regardless of whether they live on or off the military installation.

### **Staff Qualifications**

The New Parent Support Program (NPSP) is a professional team of licensed social workers and registered nurses who provide supportive and caring services to military families. All staff must complete a criminal background check.

Our trained, supervised home visitors have extensive knowledge of the issues encountered by today's parents. These home visitors are sensitive to the unique challenges facing military families.

### **Eligibility Requirements**

Marine families and sister service families, stationed at or near a Marine Corps installation, who are expecting a child or have a child under six years of age, are eligible to participate free of charge in all of the services offered by NPSP.

### **Enrollment Criteria**

Families participating in Play Morning must provide documentation of your child's immunization record signed by a physician or a medical treatment facility.

### **How to enroll**

Enrollment is as easy as dialing our telephone number. Call the NPSP at your installation during regular business hours.

### **Installation Specific Information**

Do you have a child or infant age 5 years and under, or perhaps you are expecting a baby? Stop by or call the New Parent Support Program (NPSP) 808-257-8803. NPSP is a professional team of nurses and social workers. NPSP provides parenting support and education to Marine families through home visitation and free parenting and childbirth preparation classes. The Marine NPSP is family-centered and responsive to the unique strengths and needs of military families experiencing challenges. Marine families will find NPSP beneficial to provide the support they need to cope with the stressors military families face in everyday life.

Service members and their families are put in uniquely stressful situations, such as lengthy deployments and frequent moves, often with limited support. Add the normal anxieties of pregnancy and a new baby, and the stress can be overwhelming. The New Parent Support Program is in place to help service members and their spouses adjust to the rigorous demands of parenthood. It is designed to promote healthy family functioning, child development, and positive parent-child interactions. Home visitation is a key component of the program.

NPSP Home Visitors offer individualized support and education on topics such as:

- Bonding with your new baby or toddler
- Helping older siblings adjust to a new baby
- Potty training, tantrums, separation anxiety, etc.
- Developmental stages and how children master new skills
- Alternative ways to discipline your children
- Strategies to resolve step-family/blended family issues
- How to help your child cope with PCS and Deployments
- Helping children stay connected when their parent is deployed
- Resources available to families in the military and civilian community

In addition to home visits NPSP offers free parenting classes at Marine and Family Services. The 6-week Parenting Proudly (PP) class meets every Monday from 9:00 a.m. to 11:00 a.m. Free child care is available for all participants on a first come first serve basis so sign-up early at 808-257-8803.

Childbirth preparation classes are offered the first Tuesday of every month from 8:00 a.m. to 4:00 p.m. at the base chapel. Baby Boot Camp (BBC) is fun and packed with information to prepare you for the birth of your new baby, newborn care and helpful hints to adjust to the arrival of the new baby. Classes fill up fast so be sure to sign-up early to reserve your space at 808-257-8803.

NPSP works closely with military and civilian resources such as ASYMCA Play Mornings; EFMP; PFMP; FOCUS; Navy Relief Society; Child, Youth and Teen Programs; One Source; Hawaii Department of Health Services; Families for Real; WIC; Head Start, to name a few.

Who is eligible: NPSP is free and voluntary to all Marine families expecting a baby or with a child(ren) 5 yrs. and younger. NPSP is located in Marine and Family Services. Drop-by or call 808-257-8803.

## **Child Care**

### **Children, Youth and Teen Program (CYTP)**

#### *Eligibility & Availability*

All DoD military is eligible with priority forwarded to single or dual active duty families. Vacancies are filled by CYTP Resource and Referral from a waiting list, which varies in length by age and the type of program.

#### *Programs Offered*

Programs include; Full Day, Part Day, Preschool, School Age, Hourly Care and Special Needs Care.

CYTP is located in building 5082. For more information, contact them at 808-257-7430, Monday-Friday, 8:00 am to 4:30 pm.

#### *Hourly Care*

The hourly child care is available, by reservation, from 8:00 am until 2:30 pm, Monday - Friday for children six (6) weeks of age and older. Walk-ins are accepted on a space available basis only. Call 808-257-8354 for registration information and reservations.

#### *Child Development Center (CDC)*

The CDC is located in Building 6111 next to the Marine Corps Exchange. The CDC offers full day and part day care for children six (6) weeks through Kindergarten age. For information on all programs, contact CYTP Resource and Referral at 808-1388/1593, Monday - Friday from 8:00 am to 4:30 pm.

#### *Free Deployment Child Care (DCC)*

Help is on the way...For spouses of Marines and Sailors deployed in support of Operation Iraqi Freedom (OIF) or Operation Enduring Freedom (OEF), there is a silver lining around the cloud of stress and anxiety that accompanies the deployed family lifestyle.

Specifically, DCC is available to deployed Marines and Sailors supporting of OFI/OEF and the Global War on Terrorism Operations for more than 30 days. The DCC relief is for children ages 6 weeks old to 10 years, and is provided for up to 10 hours per month, per child. The care is made available through many of the certified Family Child Care (FCC) providers and at the Hourly Child Development Center (HCDC). For more information, contact the CYTP Resource and Referral at 808-257-7430.



## **Youth Services**

### **Youth Services**

The Youth Activities Departments at Kaneohe Bay and Manana Housing are Member Organizations of the Boys and Girls Club of America. Programs are offered to youth 5-17 years of age, along with 18 year olds who are still in high school.

#### *Registration*

All youth participants are required to register with the Children Youth and Teen Programs office and pay an annual membership fee prior to registering and paying for individual Youth Activities Programming. You may contact us at 808-254-7610.

*Fees* -- Cost for membership in The Club is \$25 a year.

#### *Programs Offered*

Holiday Adventure Programs are available during spring, winter and summer breaks for children 6-12 years old. Open recreation is available for preteens and teens.

A comprehensive program for school-aged children, Youth Activities provides both depth and diversity. The full-service program encompasses a range of youth sports including football, baseball, basketball, soccer, in-line skating and cheerleading.

The Adventure Program offers structured activities during school breaks in summer, spring and winter including excursions to fun destinations on and off base.

#### *Youth Center*

The Teen Youth Center now coined as, "The Club," membership continues to climb. The Club is not a day care. Members are not forced to remain at the facility for any length of time--the kids are free to come and go as they please. The Club offers base pre-teens and teenagers 10 - 18, a safe, positive atmosphere to hang out.

More than a building that houses air-hockey, a pool table, video games, a giant TV and computers, The Club is a sanctuary to which base teens can retreat, escape and gather to develop a sense of who they are as individuals and to enrich relationships with other teens.

What differentiates The Club from other teen centers is the introduction and implementation of the Power Hour, and the many field trips taken off the base. The Power Hour is a designated time set during the after-school hours for members to complete homework.

*Hours of Operation* -- Open year round, The Club is open after school from 2 - 7 p.m. and Fridays from 2 - 8 p.m.

#### *Youth Sports*

A variety of youth sports are offered throughout the year including, Basketball, Soccer, Flag Football, Cheerleading, Baseball, Volleyball, Wrestling and Inline Hockey. Youth are divided by age groups and will compete against teams from other Hawaii military installations. Generally, teams will practice during weekday afternoons and participate in games on Saturdays. Sportsmanship and positive guidance are key components to our sports programs. Fees will vary slightly from year to year and according to the particular sports. We are also constantly on the lookout for volunteer Coaches.

Call 808-254-7610 for more information about the youth sports program or visit the [MCCS website](#) for a list of scheduled activities, classes and programs.

#### *Youth Sponsorship*

Information about youth sponsorship can be inquired at the Youth Activities, 808-254-7610.

#### *Youth Employment*

There are a variety of employment opportunities, especially in the service industries in Hawaii. There are also many nationwide franchise chains on-island.

The Family Member Employment Assistance Program (FMEAP) Consultant at the Marine & Family Services can assist Youths with employment assistance. For more information, call 808-257-7790.

The American Red Cross at the Marine & Family Services hosts a Super Sitters class that teaches youths (ages 12-18 years) the basics of childcare and gets them certified as a babysitter to conduct sitter services in base housing. For more information, call 808-257-8848.

#### *Youth Religious Programs*

For a list of youth religious programs, visit the [base chapel's website](#).

## **Family Center**

### **Programs and Services**

A key resource on your installation and a gateway to accessing all of the resources available to you, the Marine and Family Services provides support to help you balance the demands of family and the military lifestyle. The Marine and Family Services is one part of the overall installation family support system, which is the network of agencies, programs, services, partnerships and individuals that supports your personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness. The Marine and Family Services should be one of your first stops upon arriving at an installation; its programs and services will be an important resource for you and your family.

*Marine Corps Family Team Building -- (MCFRB)* provides educational resources and services to foster personal growth and enhance the readiness of Marine Corps families.

*Deployment Support* -- Assists you during all phases of the deployment cycle, providing workshops on deployment, as well as referral to deployment-related resources, to help you and your family manage the challenges of deployment. Also includes the MCFTB Readiness and Support Training, which offers assistance to units by connecting unit Family Readiness Officers (FROs) and commands, assisting with family readiness issues, and delivering pre-, during, and post-deployment presentations.

*Family Readiness Program Training* -- Family Readiness Program Training provides necessary training for Command Teams, FROs, Family Readiness Advisors, and Family Readiness Assistants on their roles and responsibilities in the Unit Family Readiness Program.

*Lifestyle Insights, Networking, Knowledge and Skills (LINKS)* -- Provides information to all Marines and family members on the resources available and methods for meeting the challenges of the military lifestyle. Sessions are available for Marines, spouses, children/teens, and parents/extended family members of marines. Live, online, and printed versions are available.

*Relocation Assistance* -- Provides information, referral, resources and tools to help you with permanent change of station (PCS) moves. Services include a loan closet from which families may borrow basic household goods; assistance with in-transit emergencies; pre-departure classes called the PCS Move Workshop; arrival services to include a New Arrivals or Welcome Aboard Orientation, local community tours and other move-related topics such as buying or selling homes; sponsorship training and individual PCS planning.

*Personal Financial Management Program* -- This program provides financial education, training, counseling, and referral to military personnel and their family members. You can learn more about budgeting, credit management, mortgage counseling, and car buying.

*Transition Assistance Management Program (TAMP)* -- Provides career/employment assistance, vocational guidance, and transition information to separating Marines and their family members. The tools and information provided enable all separating Marines and their family members to make a successful transition from military to civilian life. Separating Marines are counseled and advised of the availability of these programs, services and their responsibility for attending prior to leaving the military.

*Family Member Employment* -- This program helps assist family members to achieve their goals through employment and education and/or volunteerism. The career counseling and information provided can help you identify your career development goals. The program will provide guidance on the current labor market, average salaries and wage trends in your area.

*Information and Referral* -- An integral function of Marine and Family Services, information and referral services can assist you in locating needed services and programs available on your installation, through civilian agencies in the local community, and via national resources.

*Exceptional Family Member Program* -- (EFMP) assists Marine families in managing the dual demands of a Marine Corps career and the special needs of a family member. An Exceptional Family Member (EFM) is a family member, enrolled in DEERS and residing with their sponsor, who may require special medical or educational services based upon a diagnosed physical, intellectual or emotional need.

*Counseling Services* -- Provides education, counseling services including Family Advocacy Program counseling, and workshops to individuals and families seeking self improvement or assistance dealing with domestic abuse.

*Substance Abuse Program* -- Provides policies and guidance to improve the capability of commanding officers and Marines in preventing and treating alcohol and drug abuse problems that detract from unit performance and mission readiness.

*Lifelong Learning* -- The Marine Corps Lifelong Learning Program provides personal and professional learning opportunities for Marines regardless of duty station. Lifelong Learning includes the Voluntary Education Program, which provides active-duty service members the opportunity to reach their educational goals.

*Children, Youth, and Teen Programs* -- Such programs focus on the needs of families in order to provide maximum access to useful, flexible, and affordable programs such as child development, social, recreational, and athletic programs. Children, youth and teens, ages 6 weeks to 18 years, are served in integrated, balanced, quality programs that support the continuum of the Marines family, on- and off base.

*New Parent Support Program* - Complementary to the Children, Youth and Teen Programs, the NPSP offers a wide range of support services to Marine families with children from birth through five years of age.

Marine and Family Services may also provide other services, such as counseling, family advocacy, fitness and recreation programs and exceptional family member support. Services vary by location.

## **Financial Assistance**

### **Financial Assistance**

Hawaii has a high cost of living. Some estimates place the cost of living expense at thirty eight percent (38%) higher than the mainland. Housing, food, car insurance and gasoline are among the high cost items. Nothing can ruin a choice tour worse than being financially strapped. Before you find yourself in this situation, contact the Personal Financial Counselors at the Marine & Family Services or the Navy/Marine Corps Relief Society (NMCRS).

#### *Initial Costs to Families when you Make a PCS Move*

Lodging -- Hotel and meal expenses for the first ten days until you are reimbursed by the government. You should be sure to have plenty of traveler's checks if you do not have available credit on a major credit card. Ask your sponsor for tips on the initial costs.

Rent -- First month rent in advance and security deposit equal to one month rent (\$1,600 - \$2,400 total), are required by Hawaii State Law if you must seek housing other than government quarters. For many enlisted personnel, the amount of BAH and COLA will not off-set the cost of rent in the civilian community. Therefore, residing in base housing is the best way to protect the family from the high cost of living in Hawaii.

Car Rental -- Car rental is not reimbursed by the Government. Transit time for POV shipment can range from 21-35 days from CONUS. You may need to rent a car until your shipped vehicle arrives. The best rates usually are available in advance; all the national car rental agencies rent vehicles in Hawaii.

### **Financial Assistance**

#### *Finance/Disbursing Office on MCBH*

The Travel Section handles the settlement of all travel claims for Temporary Additional Duty (TAD) and Permanent Change of Station (PCS) orders. Presently, the average turn-around time for travel claims is three (3) working days. This is well above the ten (10) day requirement set forth by Headquarters Marine Corps. The Travel Section also computes and processes all travel advances involving TAD, PCS, and separation.

The Travel Section is located in Bldg 216 Rm 82. Hours of operation: 7:30 am - 4:30 pm, Monday - Friday. For more information, call 808-257-7754 or DSN 315-457-7754.

#### *Temporary Lodging Allowance (TLA)*

Temporary Lodging Allowance (TLA) is available for eligible families arriving to Hawaii. Most hotels are within 20 miles of Kaneohe Bay and 10 miles of Camp Smith.

Marines assigned to Kaneohe must obtain a non-availability statement from the Base Temporary Lodging Facility (TLF), 808-254-2806 or Fax 808-254-2716, prior to being authorized TLA for any other facility. The TLF comes equipped with a small kitchenette.

Before making reservations for any other accommodations, please contact the TLA Office at 808-257-1257 ext. 263 for further information.

### **Personal Financial Management Program (PFMP)**

Personal Financial counseling is provided at the Marine & Family. Information and assistance is also available for one on one counseling, in areas such as military pay and allowances, consumer rip-offs, savings, insurance, car buying, home buying, credit card management, and more. For more information, call 808-257-7790.

### **Navy Marine Corps Relief Society**

Navy Marine Corps Relief Society (NMCRS) can provide financial emergency assistance based upon need, through either loans or, when there is a particular hardship, grants. Categories of financial assistance include:

- Basic living expenses (food, shelter, utilities)

- Medical not covered by TRICARE
- Dental not covered by DDP
- Funeral expenses
- Emergency transportation
- Essential car repairs
- Pay and allotment problems
- Disasters
- Assistance for widows, mothers and children

The NMCRS locations on Oahu can be found [online](#).

## **Legal Assistance**

### **Legal Services**

Mission: To enhance the readiness of active duty and reserve Marines and Sailors by providing quality legal services regarding civil, criminal and installation law matters to eligible persons and units.

Legal Services is located in Bldg 215 next to the base flag pole. Services and information are listed on the [SJA website](#).

### *Household Goods Claims Services*

Claims packages can be obtained [on line](#) by simply clicking on the claim icon at the lower right hand side of the homepage screen. The claims package contains detailed step by step instructions on completing your claim.

[TMO on MCBH K-Bay](#) may also provide additional assistance to HHG and POV Claims.

## **Deployment Support**

### **Family Deployment Support**

Deployment are a way of life for many of our Marines and their family members on Kaneohe Bay. The Marine & Family Services and the Marine Corps Family Team Building have Pre- and Post-Deployment Education for Marines and family members.

### **Marine & Family Services**

The Marine & Family Services offers a variety of support programs, services, information and resources to ensure family readiness. The Marine & Family Services may be reached at 808-257-7790/7787.

### **Marine Corps Family Team Building**

The mission of Marine Corps Family Team Building program is to enhance Marine Corps family readiness, to prepare our families to successfully meet the challenges of the military lifestyle and enhance mission readiness. Marine Corps Family Team Building (MCFTB) synchronizes five family readiness programs:

- [Key Volunteer Network](#) (KVN)
- [Lifestyle Insights, Networking, Knowledge & Skills](#) (L.I.N.K.S.)
- [Chaplain's Religious Enrichment Development Operation](#) (CREDO)
- [Prevention & Relationship Enhancement Program](#) (PREP)
- **Spouses' Learning Series** (SLS). This department ensures that Commanders and program volunteers receive necessary resources and support to facilitate family readiness. For more information, call 808-257-2087

### **MCCS Area Coordinator**

The Area Coordinator provides support for unit morale functions, such as Family Days. Call 808-257-2087 for more information on services provided.



## **Health Care - Overview**

### **Moving With TRICARE**

Your [TRICARE](#) coverage is completely portable—meaning it moves with you. You're covered worldwide—both in transit to your new duty location and once you arrive—but depending on where you go you may use a different TRICARE health plan option. Additionally, you may have different steps depending on which health plan option you are using now.

#### *When Enrolled in a TRICARE Prime Option*

The TRICARE Prime options include TRICARE Prime and TRICARE Prime Remote in the United States, and TRICARE Prime Overseas and TRICARE Global Remote Overseas in regions outside of the United States. Follow these simple steps to ensure you have no break in coverage when you move.

1. Do not disenroll from your TRICARE Prime option before you move.
2. Once you arrive at your new location, update your personal information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) immediately.
3. Select a new primary care manager (PCM), when moving within the same region or submit a new Prime enrollment form within 30 days if you're moving to a new region.

Where you are moving will determine which Prime option you will enroll in.

### **Prime Options in the United States**

#### *TRICARE Prime*

TRICARE Prime is offered in Prime service areas—geographic areas typically located around a military treatment facility—throughout the country.

- North Region [Health Net Federal Services, Inc.](#), 1-877-TRICARE (1-877-874 2273)
- South Region [Humana Military Healthcare Services, Inc.](#) 1-800444-5445
- West Region [TriWest Healthcare Alliance](#) 1-888-TRIWEST (1-888-874-9378)

If you move to a new Prime service area, transfer your enrollment by submitting a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Be sure to include all family members who wish to use Prime on the form.

#### *TRICARE Prime Remote*

In non-Prime service areas, TRICARE offers TRICARE Prime Remote. To enroll, submit a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Any TRICARE-eligible family members living with you in a TRICARE Prime Remote area can enroll in TRICARE Prime Remote for Active Duty Family Members. Be sure to include them on the enrollment form.

### **Prime Options Outside of the United States**

#### *TRICARE Prime Overseas*

TRICARE Prime Overseas is offered in overseas areas where there are military treatment facilities or areas in which TRICARE has established a network of qualified host nation providers.

- TRICARE Europe Toll free: 1-888-777-8343; Commercial 011-49-6302-67-7432; DSN 314-496-7432 Fax Numbers: Commercial 011-49-6302-67-6374; DSN 314-496-6374 or [e-mail](#)
- TRICARE Pacific Toll free: 1-888-777-8343; Commercial 011-81-6117-43-2036; DSN: 643-2036; Remote Sites: 011-65-6-338-9277 Fax Numbers: Commercial 011-81-611-743-2037; DSN: 643-2037 or [e-mail](#)
- TRICARE Latin America & Canada (TLAC) Address: TAO-LAC, Bldg 38802, Ft Gordon GA 30905-5650; Toll free 1-888-777-8343; 1-706-787-2424; DSN: 773-2424 Fax Number 1-706-787-3024 or [e-mail](#)

If you move to an area in which TRICARE Prime Overseas is offered, transfer your enrollment by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center. Command-sponsored family members who reside with you are eligible for TRICARE Prime Overseas. Be sure to include all family members who wish to use TRICARE Prime Overseas on the form.

#### *TRICARE Global Remote Overseas*

TRICARE Global Remote Overseas is a Prime option offered in designated remote overseas locations. If you move to an area in which TRICARE Global Remote Overseas is offered, you and any authorized family members living with you may enroll by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center.

Before you move to another overseas area or to an area within the United States, contact the nearest TRICARE Service Center. Then, when you arrive in your new area, transfer your enrollment.

### **When Using TRICARE Standard and Extra**

TRICARE Standard and Extra are available to family members only. Active duty service members are required to enroll in one of the Prime options described above.

TRICARE Standard and Extra are available throughout the United States and enrollment is not required. Any active duty family member who is registered in DEERS may use these programs by seeing any network or non-network providers that are authorized by TRICARE. In areas outside of the United States, active duty family members who don't want to use a Prime option may use TRICARE Standard Overseas by seeing qualified host nation provider.

If you're already using TRICARE Standard and Extra, moving is easy.

1. Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
2. Then, find TRICARE-authorized providers in your new area.

Here are a few things to remember about using TRICARE Standard and Extra in a new region

- In the U.S.: Visit your new regional contractor's Web site for a list of providers. Remember, if you see network providers, you'll be using the Extra option and pay lower copayments.
- Outside of the U.S.: Contact your TRICARE Service Center for help locating a qualified host nation provider. The TRICARE Extra option is not available in overseas areas.
- If you move to a new region, you'll have a new claims address for submitting your TRICARE claims.
- Learn your new region's prior authorization requirements because these requirements can differ by region.

### **When Using TRICARE For Life**

TRICARE For Life—TRICARE's coverage for those who are eligible for Medicare—requires no enrollment and you'll have a smooth transition when you move. [TRICARE for Life](#) contact information: WPS TRICARE For Life, P.O. Box 7889, Madison, WI 53707-7889; 1-866-773-0404; TDD 1-866-773-0405

- Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
- Find Medicare providers in your new area.

If you move overseas, your TRICARE For Life coverage may change depending on where you move. In U.S. Territories such as Guam, Puerto Rico and the U.S. Virgin Islands, TRICARE For Life coverage works the same as the stateside program. But, in all other overseas locations, TRICARE For Life Overseas works differently because Medicare does not provide coverage in most overseas locations. Therefore, TRICARE is the primary payer. You can get care from any host nation provider and you will be responsible for TRICARE deductibles and cost shares.

Contact the TRICARE Area Office for the overseas area where you are moving or the nearest American Embassy Health Unit for assistance finding a host nation provider.

### **Getting Care Along the Way**

- Routine Medical and Dental Care—Get it before you go.

Before you move, make sure you've received any routine medical or dental care you think you might need during the time you'll be traveling. Or, delay the care until you get to your new duty location.

- Emergency Care in the United States—Call 911 or go to the nearest emergency room.

TRICARE defines emergency care as medical services provided for a sudden or unexpected medical or psychiatric condition, or the sudden worsening of a chronic (ongoing) condition that is threatening to life, limb, or sight and needs immediate medical treatment, or which has painful symptoms that need immediate relief to stop suffering. If you're traveling near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are hospitalized in a civilian facility for more than 24 hours, contact your regional contractor

- Urgent care in the United States—Coordinate with your PCM and/or regional contractor

TRICARE defines urgent care as medical care for a condition that will not result in disability or death if not treated immediately but should be treated within 24 hours to avoid further complications. If you are in a Prime program, you must coordinate urgent care with your primary care manager and/or regional contractor before receiving care. If you are in TRICARE Standard and Extra or TRICARE For Life, you can receive care as you normally would. You should, however, contact your contractor as soon as possible to coordinate any prior authorizations that are needed.

- Emergency or Urgent care Overseas—Contact closest TRICARE Area Office or TRICARE Global Remote Call Center.

You don't need prior authorization for emergency or urgent care but the TRICARE Area Office or TRICARE Global Remote Call Center will help you find the best care available in the overseas area in which you are traveling.

### **Filling Prescriptions on the Road**

You should have all your prescriptions filled before you leave, but if you need a prescription filled while you're traveling in the United States, you have several options:

- If near an MTF, fill the prescription at the MTF pharmacy.
- Find the closest TRICARE network pharmacy.
- If a network pharmacy is not available, you can visit a non-network pharmacy. In this case, you may have to pay up front for your medications and file a claim with Express Scripts, Inc., for reimbursement. For more details, visit the [TRICARE web site](#)
- The mail-order option is not recommended for a prescription you need right away, but if you'll be traveling for a long time, you can arrange for any regular prescriptions to be filled via the mail-order pharmacy.

Your pharmacy coverage is limited overseas:

- TRICARE network pharmacies are only located in the United States, Puerto Rico, Guam and the U.S. Virgin Islands. You can have prescriptions filled at host-nation pharmacies, if necessary. Host-nation pharmacies are treated the same as non-network pharmacies. If you have prescriptions filled at a host-nation pharmacy, you should expect to pay for the total amount up front and file a claim with Wisconsin Physicians Service for partial reimbursement. To learn more about pharmacy claims, visit the [TRICARE web site](#).
- To use the mail-order pharmacy overseas, the prescription must be from a U.S. licensed provider and you must have an APO or FPO address.

**If You Have Questions**

Your regional contractors and TRICARE Area Offices are available to answer your questions. These offices are listed above. Find even more information about moving, updating DEERS, the TRICARE regions and much more at the [TRICARE web site](#).

**Installation Specific Information***Medical Care*

Tripler Army Medical Center (TAMC) is the largest medical facility in the Pacific and operates a 550-bed facility. It provides inpatient and outpatient facilities to active duty military personnel and their family members in Hawaii. Retirees and VA beneficiaries are treated at TAMC as well.

Marine Corps Base Hawaii, Kaneohe Bay has a medical and dental clinic located aboard the base.

Clinic patients are often referred to TAMC when certain medical specialties are unavailable at Kaneohe Bay. TAMC is approximately a 30 minute drive from Kaneohe Bay and a 10 minute drive from Camp Smith.

Medical Services Director on Installation

Clinic	Number
Branch Medical Kaneohe Bay	808-257-2131
Naval Medical Pearl Harbor	808-473-0247

## **Health Care - Special Needs**

### **Exceptional Family Member Program**

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

### **Military Treatment Facility**

The clinics and services available at [Military Treatment Facilities](#) vary by location. Before you move, identify the MTF that will serve you, visit the MTF's website to learn about the clinics and services available and to get relevant contact information.

### **Moving to a New TRICARE Region**

If you anticipate a move to another [TRICARE region](#), work with your local TRICARE Service Center (TSC) or case manager before your move to ensure the transition is as smooth as possible. On arrival at the new duty location, your sponsor should contact the Beneficiary Counseling and Assistance Coordinator (BCAC) or TSC to ensure the transition plans are in place and to obtain authorizations for TRICARE [Extended Care Health Option](#) (ECHO) services, if applicable.

### **Beneficiary Counseling and Assistance Coordinator (BCAC)**

All TRICARE Regional Offices and most MTFs are staffed with [BCACs](#) (formerly known as Health Benefits Advisors.) [BCACs](#) provide information, guidance and assistance on benefit options, TRICARE Prime enrollment, special authorizations, status of claims and eligibility, plus assistance with referrals and appointments. If you or your family member has a more severe medical need, contact your assigned [case manager](#).

### **Case Management**

Case management involves a team of health care professionals who help you and your family to find solutions to complex health problems. It is important to inform your case manager if you are moving as he/she will connect you with the case manager at your new location.

### **Extended Care Health Option (ECHO)**

TRICARE [ECHO](#) provides financial assistance to beneficiaries of active duty service members who qualify based on specific mental or physical disabilities. ECHO offers an integrated set of services and supplies beyond the basic TRICARE program. ECHO is administered by regional contractors in the TRICARE North, South, and West Regions and by TRICARE Regional Offices in overseas locations.

### **Transporting Medical Equipment**

Your [Installation Transportation Office](#) has special procedures to follow for the transportation of medical equipment that is necessary for medical treatment required by the sponsor or family member. Some types of medical equipment may be shipped in the same manner as Professional Books, Papers, and Equipment (PBP&E).

### **Federal and State Health Care Programs**

*Medicaid* - [Medicaid](#) pays for medical assistance for certain individuals and families with low incomes and resources. State Medicaid programs are usually administered by departments of social service or departments of medical assistance.

*Supplemental Security Income (SSI)* - [SSI](#) is a cash assistance program intended to meet basic needs for food, clothing and shelter for those who are aged, blind or disabled. It provides cash to meet basic needs for food, clothing, and shelter. Families must reapply upon each move to another state.

*Title V of the Social Security Act* - Many states have services for children with special health care needs that are funded by the Maternal and Child Health Services Block Grant, or [Title V](#). State departments of health web sites and local health departments will provide information on state health benefits for children with special health care needs. The Maternal and Child Health Bureaus' web site has Title V information organized by State that provide you with [Title V points of](#)

[contact](#) and other pertinent information.

### Other Important Resources

*Debt Collection Assistance Officer (DCAO)* - TRICARE has a [DCAO](#) assigned to TRICARE Regional Offices and MTFs worldwide to help beneficiaries understand and get assistance with debt collection problems related to TRICARE. Individuals who have received a notice from a collection agency or a negative credit report because of a medical or dental bill should be referred to the nearest [DCAO](#).

*Family Voices* - [Family Voices](#) is a national, grassroots clearinghouse for information and education concerning the health care of children with special health needs. Family Voices also has [State points of contacts](#) with useful links to State programs and organizations.

### Installation Specific Information

#### *Exceptional Family Member Program (EFMP)*

The Exceptional Family Member Program is a mandatory enrollment program per MCO 1754.2 and ensures assignment consideration of those needs when transferring. Families of exceptional children (those with special needs; medical, emotional, or educational) are being given special consideration during assignment processing under the Marine Corps' "Exceptional Family Member Program" (EFMP).

To ensure special needs of family members are considered during the assignment process, service members are required to register when the special needs are identified, or at least six months prior to the Projected Rotation Date (PRD). This provides the monitor time to work on your next assignment and to consider your family member's special needs, as well as your career needs and the Navy's needs.

Through the full participation and cooperation of military medical treatment facilities, command personnel officers, detailers, and individual service members, this program seeks to reduce family hardships and avoid costly federal expenses by matching the families' special needs with all locations which feature the appropriate services.

The process works as follows:

- Individual service members with family members who have special medical or special educational needs contact the Family Service Center (FSC) , MCBH Kaneohe Bay, at 808-257-3135, or Navy Liaison, Tripler Army Medical Center, at 808-433-6611 to register in the Exceptional Family Member Program.
- The service member reviews the forms, completes and signs the "Privacy Act" statement, and takes the forms to Family Services or Navy Liaison.
- The FSC/Navy Liaison will then assist in filling out the forms and will ensure that they are completed and signed by the appropriate medical officer (if the special need is a documented medical one).
- If the special need is an educational one and the child is currently enrolled in a public or private special education program, the service member will be directed to the appropriate school officials. Those school officials will then complete their section of the forms and provide the necessary signatures.
- The service member returns the forms to the FSC or Navy Liaison. The office then reviews the forms to ensure that they are complete and forwards them to EFMP, Naval Hospital, San Diego.
- Upon completion of review at San Diego, the screening forms are sent to EFMP, Family Programs Branch Headquarters USMC. Then the service member is notified of enrollment in the Exceptional Family Member Program.

The EFMP screening and enrollment procedure is fairly simple when the child is already certified by medical or educational specialists as needing special services.

## **Education - Special Education/EIS**

### **Exceptional Family Member Program**

The [Exceptional Family Member Program \(EFMP\)](#) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

### **Children from Birth to Three Years of Age**

The Individuals with Disabilities Education Act (IDEA) requires all States and territories to provide [early intervention services](#) to children from birth to age three who are developmentally delayed, or who are at high risk of being developmentally delayed. Early intervention services may be provided by local school districts or health departments. There is no common name across States for the programs, but you may hear them referred to as Part C programs (because Part C is the section of the IDEA that pertains to early intervention).

The [National Early Childhood Technical Assistance Center](#) provides a list of State Part C directors and funded programs at their web site. [Military OneSource](#) can identify local early intervention programs for you.

- Parents of children who receive early intervention services should hand-carry a copy of the Individual Family Service Plan (IFSP) and most current evaluation reports to the new location.

### **Children from 3 through 21 Years of Age**

The Individuals with Disabilities Education Act (IDEA) requires all States and Territories to provide [special education services](#) to children who are from 3 through 21 year of age. Each local school district has a special education director, and each school should have a case study committee or school based committee (terms differ) that attends to special education students' needs.

Parents of children receiving special education and related services should hand-carry all pertinent school and medical documents to include their children's Individualized Education Program (IEP) and current testing and evaluation reports to the new school.

The IDEA requires that if a child transfers to a district in the same state, the receiving school must provide comparable services to those in the child's IEP from the sending district's until the new school develops and implements a new IEP. If a child transfers to another State, the receiving district must provide comparable services to those in the child's IEP from the sending district until the receiving district completes an evaluation and creates a new IEP.

### **Others who can help you:**

- *Parent Training and Information Centers* Each state is home to at least one Parent Training and Information Center (PTI). PTIs serve families of children and young adults from birth to age 22 with all disabilities: physical, cognitive, emotional, and learning. They help families obtain appropriate education and services for their children with disabilities; work to improve education results for all children; train and inform parents and professionals on a variety of topics; resolve problems between families and schools or other agencies; and connect children with disabilities to community resources that address their needs. [The Technical Assistance Alliance for Parent Centers](#) provides addresses and phone number of the centers in your state.
- *STOMP (Specialized Training of Military Parents)* is a federally funded Parent Training and Information (PTI) Center established to assist military families who have children with special education or health needs. The staff of the [STOMP Project](#) are parents of children who have disabilities and have experience in raising their children in military communities and traveling with their spouses to different locations.

6316 So. 12th St.  
Tacoma, WA 98465  
253-565-2266 (v/tty)  
1-800-5-PARENT (v/tty)  
Fax: 253-566-8052  
[Email](#)

### **Installation Specific Information**

For early intervention assistance, school districts request individuals contact them for specific information. You may obtain additional information by contacting:

*National Information Center for Children & Youth with Handicaps* at P.O. Box 1492 Washington, D.C. 20010, Telephone 1-800-695-0285.

Special education students and those who have other special needs will be warmly received in the public schools. The DOE provides a free appropriate public education for all students eligible to receive special education from ages 3 to 20 in accordance with federal and state laws.

### *Evaluation Procedures in Hawaii*

Each state in the U.S. establishes its own standards to determine if a child is eligible for special education and related services. To determine if your child is eligible for special education and related services, a comprehensive evaluation, free of charge to parents, is conducted by the district's Special Services diagnostic team.

If your child meets the State of Hawaii eligibility standards, Special Education personnel will be responsible for the program and placement of your child into an appropriate program.

Students entering Hawaii's public school system for the first time who have been determined to be eligible for special education in another state are eligible for an interim diagnostic placement in a special education. The interim diagnostic placement remains in effect while the diagnostic evaluation to determine eligibility for special education services in the State of Hawaii is being conducted.

### *Individualized Education Program (IEP)*

To qualify for an interim diagnostic placement, the student must have a current Individualized Education Program (IEP) upon registration for school, or documentation of current eligibility and related services. It is also helpful to provide any evaluation documents, doctor reports or other tests that you may have.

All public schools have special education programs. However, the program which best serves your child's needs may not be at the "home school." It is important that you have the appropriate documents with you when you arrive in Hawaii. This will ensure a quick and smooth implementation of special education services. Upon your arrival in Hawaii, an interim IEP meeting will be arranged with appropriate school personnel.

If you have other questions or concerns about special education, contact the Exceptional Family Member Coordinator at the Family Service Center.



## Contact Information

*D Street & Mokapu Road*  
 Building 216  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-7790 / 808-257-7787  
 Phone (DSN) 315-457-7790/87  
 Fax 808-257-1808  
 Fax (DSN) 315-457-1808

[Email](#)  
[Website](#)

### Automotive Services

*Auto Skills/Hobby Shop*  
*Mokapu Road*  
 Building 3097  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-254-7674

[Email](#)

Monday - Friday 12:00 p.m. - 8:00 p.m.  
 Saturday & Sunday 9:00 a.m. - 4:30 p.m.  
 Closed on Thanksgiving, Christmas and New Year's Day

### Automotive Services

*Firestone*  
*Mokapu Road*  
 Building 1667  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-254-2258  
[Website](#)  
 Monday - Friday 7:00 a.m. - 7:00 p.m.  
 Saturday 7:00 a.m. - 6:00 p.m.  
 Sunday 9:00 a.m. - 5:00 p.m.

### Beauty/Barber Shops

*MCCS - Beauty Shop*  
*Mokapu Mall Building 6477*  
 Cushman Ave.  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-254-6585  
[Email](#)  
[Website](#)  
 Monday 9:00 a.m. - 5:00 p.m.  
 Tuesday - Friday 9:00 a.m. - 7:00 p.m.  
 Saturday 9:00 a.m. - 5:00 p.m.  
 Sunday 10:00 a.m. - 6:00 p.m.

### Adult Education Centers

*Joint Education Center (JEC)*  
*Building 220, 4th Street*  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-2158 / 1232  
 Phone (DSN) 315-457-2158 / 1232  
 Fax 808-257-2020  
 Fax (DSN) 315-457-2020

[Email](#)  
[Website](#)

Monday - Thursday 8:30 a.m. - 3:30 p.m.  
 Friday 8:30 a.m. - 12:00 p.m.  
 Closed weekends and holidays

### Automotive Services

*Gas & More Station*  
*Mokapu Road*  
 Box 63073  
 Building 1667  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-254-2775  
 Fax 808-254-2775

[Email](#)  
[Website](#)

Monday - Friday 6:30 a.m. - 8:00 p.m.  
 Saturday 8:00 a.m. - 8:00 p.m.  
 Sunday 9:00 a.m. - 7:00 p.m.

### Barracks/Single Service Member Housing

*Unaccompanied Personnel Housing (UPH)*  
 Building 503, Reed Road  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-2409  
 Phone (DSN) 315-457-2409  
 Fax 808-257-1318  
 Fax (DSN) 315-457-1320

Sunday - Saturday 7:00 a.m. - 11:00 p.m.

### Beauty/Barber Shops

*MCCS - Barber Shop*  
*Mokapu Mall Building 6477*  
 Cushman Ave.  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-254-6588  
[Email](#)  
[Website](#)  
 Monday - Friday 7:30 a.m. - 9:00 p.m.  
 Saturday 8:00 a.m. - 8:00 p.m.  
 Sunday 8:00 a.m. - 7:00 p.m.  
 Holidays 8:00 a.m. - 6:00 p.m.

**Beneficiary Counseling Assistance Coordinators**

Naval Health Clinic Kaneohe Bay  
D Street Pod A  
Building 3089

MCBH Kaneohe Bay, HI 96863  
Phone 808-257-3365 x318  
Phone (DSN) 315-457-3365 x318  
Fax 808-257-5653  
Fax (DSN) 315-457-5653

[Email](#)

Monday – Friday 7:00 a.m. – 4:00 p.m.  
Closed weekends and holidays

**Child Development Centers**

Children Youth & Teen Program (CYTP) - 'Olina  
Hourly Child Care  
Reed Road  
Building 579  
Box 63073

MCBH Kaneohe Bay, HI 96863  
Phone 808-257-8354  
Phone (DSN) 315-457-8354  
Fax 808-257-8350  
Fax (DSN) 315-457-8354

[Email](#)  
[Website](#)

Monday - Friday 8:00 a.m. - 2:30 p.m.  
Closed weekends and holidays

**Child and Youth Registration and Referral**  
*Children, Youth & Teen Program (CYTP)*

Building 5082, Lawrence Road  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-7430  
Phone (DSN) 315-457-7430  
Fax 808-257-8020  
Fax (DSN) 315-457-8020

[Email](#)  
[Website](#)

Monday - Friday 8:00 a.m. - 4:00 p.m.  
Closed weekends and holidays

**Civilian Personnel Office**

Human Resources Office (HRO)  
Building 272 2nd Street  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-1377 / 36  
Phone (DSN) 315-457-1377 / 36  
Fax 808-257-1353  
Fax (DSN) 315-457-1353

[Website](#)

Monday – Friday 7:00 a.m. – 3:30 p.m.  
Closed weekends and holidays

**Chapels**

Base Chapel  
Cushman Avenue  
Building 6677

MCBH Kaneohe Bay, HI 96863  
Phone 808-257-3552 / 808-257-5138 / 808-257-7700 (After  
Hours Duty Chaplain)  
Phone (DSN) 315-457-3552  
Fax 808-257-5995  
Fax (DSN) 315-457-5995

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.  
Weekends and holidays vary

**Child Development Centers**

Children, Youth & Teen Program (CYTP) - Kupulau Child  
Development Center  
Cushman Avenue  
Building 6111  
Box 63073

MCBH Kaneohe Bay, HI 96863  
Phone 808-257-1388  
Fax 808-257-1190

[Email](#)  
[Website](#)

Monday - Friday 6:30 a.m. - 6:00 p.m.  
Closed weekends and holidays

**Citizenship and Immigration Services**

US Citizenship and Immigration Services (USCIS)  
595 Ala Moana Boulevard  
Honolulu, HI 96813  
Phone 1-800-375-5283 (TTY 1-800-767-1833)

[Email](#)  
[Website](#)

**Commissary/Shoppette**

Commissary - MCBH Kaneohe Bay  
Building 6088, Mokapu Road  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-1452/65  
Phone (DSN) 315-457-1452/65  
Fax 808-257-1462  
Fax (DSN) 315-457-1462

[Email](#)  
[Website](#)

Saturday – Monday 10:00 a.m. – 6:00 p.m.  
Tuesday – Friday 10:00 a.m. – 7:00 p.m.  
Early Bird Hours Saturday – Sunday 9:30 a.m. – 10:00 a.m.

**Commissary/Shoppette**

*Marine Mart*  
3rd Street  
Building 3071  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-254-7670  
Fax 808-254-9642  
[Email](#)  
[Website](#)  
Sunday - Saturday 6:00 a.m. - 12:00 a.m.

**Emergency Relief Services**

*American Red Cross - MCBH Kaneohe Bay*  
Building 216 Room 55 D Street  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-8848  
Phone (DSN) 315-457-8848  
Fax 808-257-3003  
Fax (DSN) 315-457-3003  
[Email](#)  
[Website](#)  
Monday - Friday 8:00 a.m. - 4:30 p.m.  
Closed on weekends and holidays

**Exceptional Family Member Program/Special Needs**

*Exceptional Family Member Coordinator*  
Building 216, Room 59 D Street  
Box 63073  
Marine and Family Services  
MCBH Kaneohe Bay, HI 96863-3073  
Phone 808-257-7790/7787  
Phone (DSN) 315-457-7790  
Fax 808-257-1808  
Fax (DSN) 315-457-1808  
[Email](#)  
[Website](#)  
Monday - Friday 7:30 a.m. - 4:00 p.m.  
Closed weekends and holidays

**Exchange(s)**

*Marine Corps Exchange - MCX Annex*  
Building 1090 , Seldon Street  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-254-7616  
Fax 808-254-7698  
[Email](#)  
[Website](#)  
Monday - Saturday 9:00 a.m. - 9:00 p.m.  
Sunday 9:00 a.m. - 7:00 p.m.

**Dental Clinics**

*Dental Clinic - 21st Dental Company*  
Building 3089, D Street  
MCBH Kaneohe Bay, HI 96863  
Phone 808-457-3100  
Phone (DSN) 315-457-3100  
Fax 808-457-5691  
Fax (DSN) 315-457-5691  
  
Monday - Friday 6:30 a.m. - 4:30 p.m.  
Sick Call: Monday - Thursday 6:45 a.m. - 10:30 a.m. and 12:00 p.m. - 1:00 p.m.  
Friday 8:15 a.m. - 10:30 a.m.

**Emergency Relief Services**

*Navy/Marine Corps Relief Society*  
Building 4016 2nd Street  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-1972  
Phone (DSN) 315-457-1960  
Fax 808-257-1975  
[Email](#)  
[Website](#)  
Monday - Friday 8:00 a.m. - 3:30 p.m.  
Closed weekends and holidays

**Exchange(s)**

*Main Exchange*  
Cushman Avenue  
Mokapu Mall Building 6109  
Box 63073  
MCB Hawaii  
Kaneohe Bay, HI 96863  
Phone 808-254-3890  
Fax 808-254-5907  
[Email](#)  
[Website](#)  
Monday - Saturday 9:00 a.m. - 9:00 p.m.  
Sunday 9:00 a.m. - 7:00 p.m.

**Family Advocacy Program**

*Personal Counseling Services*  
Building 216 D Street  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-7780 / 81  
Phone (DSN) 315-457-7780 / 81  
Fax 808-257-1925  
Fax (DSN) 315-457-1925  
[Email](#)  
  
Monday - Friday 7:30 a.m. - 4:00 p.m.  
Closed weekends and holidays

**Family Center**

*Marine and Family Services  
Box 63073*

Building 216, Room 59

MCBH Kaneohe Bay, HI 96863

Phone 808-257-7790 / 808-257-7787

Phone (DSN) 315-457-7790

Fax 808-257-1808

Fax (DSN) 315-457-1808

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Closed weekends and holidays

**Finance Office**

*Finance/Disbursing Office*

*Building 216 D Street*

MCBH Kaneohe Bay, HI 96863

Phone 808-257-7750

Phone (DSN) 315-457-7750

Monday - Friday 7:30 a.m. - 4:30 p.m.

Closed weekends and holidays

**Financial Institutions**

*Bank of Hawaii*

*Marine Corps Base Hawaii, Kaneohe Bay  
1196 Fifth Street*

Kailua, HI 96734

Phone 808-254-1551

Fax 808-254-4578

[Website](#)

Monday - Thursday 9:00 a.m. - 3:00 p.m.

Friday 9:00 a.m. - 4:00 p.m.

Closed weekends

**Golf Courses**

*Kaneohe Klipper Golf Course  
Building 3088 Manning Street  
Box 63073*

MCBH Kaneohe Bay, HI 96863

Phone 808-254-3220

Fax 808-254-0168

[Email](#)

[Website](#)

Summer 6:00 a.m. - 6:30 p.m.

Winter 6:30 a.m. - 6:00 p.m.

**Family Child Care/Child Development Homes**

*Children Youth & Teen Program (CYTP) - Family Child Care*

Building 5082 Lawrence Street

Box 63073

MCBH Kaneohe Bay, HI 96863

Phone 808-257-7030

Fax 808-257-5242

[Email](#)

[Website](#)

Monday - Friday 7:00 a.m. - 4:00 p.m.

**Financial Institutions**

*Bank - Navy Federal Credit Union*

*25 Kaneohe Bay Drive Suite 220*

Kailua, HI 96734

Phone 866-605-1271

[Email](#)

[Website](#)

Monday - Friday 8:30 a.m. - 5:30 p.m.

Saturday 8:00 a.m. - 2:00 p.m.

Closed Sundays

**Financial Institutions**

*Windward Community Federal Credit Union*

*6699 Mokapu Road*

Kailua, HI 96734

Phone 808-254-3566

Fax 808-254-2243

[Email](#)

[Website](#)

Monday - Thursday 9:00 a.m. - 5:00 p.m.

Friday 9:00 a.m. - 6:00 p.m.

Saturday 9:00 a.m. - 1:00 p.m.

Closed Sundays

**Gymnasiums/Fitness Centers**

*MCCS Semper Fit Center*

*Building 3037 Mokapu Road*

Box 63073

MCBH Kaneohe Bay, HI 96863

Phone 808-254-7597

Fax 808-254-7582

[Email](#)

[Website](#)

Monday-Friday 4:30 a.m. - 10:30 p.m.

Saturday 7:00 a.m. - 10:00 p.m.

Sundays & Holidays 7:00 a.m. - 6:00 p.m.

**Hospital/Medical Treatment Facility(s)**

*Tripler Army Medical Center (TAMC)*  
 1 Jarrett White Road  
 Honolulu, HI 96859-5000  
 Phone 808- 433-6661//433-2778x11  
 Phone (DSN) 315-433-6661//433-2778x11

[Website](#)

**Hospital/Medical Treatment Facility(s)**

*Naval Health Clinic Kaneohe Bay*  
 D Street  
 Building 3089  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-3365  
 Phone (DSN) 315-457-3365  
 Fax 808-257-5653  
 Fax (DSN) 315-457-5653

Monday – Friday 7:15 a.m. – 4:00 p.m.

Saturday & Sunday & Select Holidays: Care provided at Makalapa  
 Naval Health Clinic 8:00 a.m. – 4:00 p.m.

**Household Goods/Transportation Office (inbound)**

*Traffic Management Office (TMO)*  
 C Street  
 Building 209  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-3566 / 6713 thru 6718  
 Phone (DSN) 315-457-3566 / 6713 thru 6718  
 Fax 808-257-3208  
 Fax (DSN) 315-457-3208

[Website](#)

Monday - Wednesday 7:30 a.m. - 11:30 a.m. & 1:00 p.m. - 4:00 p.m.

Thursday 7:30 a.m. - 11:30 a.m. & 1:00 p.m. - 2:00 p.m.

Closed weekends and holidays

**Household Goods/Transportation Office (outbound)**

*Traffic Management Office (TMO)*  
 C Street  
 Building 209  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-3566 / 6713 thru 6718  
 Phone (DSN) 315-457-3566 / 6713 thru 6718  
 Fax 808-257-3208  
 Fax (DSN) 315-457-3208

[Website](#)

Monday - Wednesday 7:30 a.m. - 11:30 a.m. & 1:00 p.m. - 4:00 p.m.

Thursday 7:30 a.m. - 11:30 a.m. & 1:00 p.m. - 2:00 p.m.

Closed weekends and holidays

**Housing Office/Government Housing**

*Forest City Residential Management*  
 Building 455 Pancoast Place  
 Kailua, HI 96734  
 Phone 808-839-8700  
 Fax 808-254-0820

[Website](#)

Monday – Friday 7:30 a.m. – 5:00 p.m.

Closed weekends and holiday

**Housing Office/Government Housing**

*Family Housing Department on K-Bay*  
 Pancoast Place  
 Building 455  
 MCBH Kaneohe Bay HI, HI 96863  
 Phone 808-257-1257

Phone (DSN) 315-457-1257

Fax 808-257-1259

Fax (DSN) 315-457-1259

[Email](#)

Monday, Tuesday, Thursday and Friday 7:30 a.m. - 3:30 p.m.

Wednesday 7:30 a.m. - 2:00 p.m.

Closed weekends and holidays

**Housing Referral Office/Housing Privatization**

*Forest City Residential Management*  
 2513 Pancoast Place  
 Kailua, HI 96734  
 Phone 808-839-8700  
 Fax 808-254-0820

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**ID/CAC Card Processing**

*ID / CAC Card Office*  
 G-1, IPAC  
 Building 1044 Seldon 1st Floor  
 Box 63062  
 MCBH Kaneohe Bay, HI 96863-3062  
 Phone 808-257-2077

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.

(Unable to issue, replace, or update CAC after 2:00 p.m. on Fridays due to server backups.)

Closed weekends and holidays

**Information and Referral Services***Information & Referral**D Street**Building 216, Room 59**Box 63073**MCBH Kaneohe Bay, HI 96863**Phone 808-257-7790/7787**Phone (DSN) 315-457-7790**Fax 808-257-1808**Fax (DSN) 315-457-1808*[Email](#)[Website](#)*Monday - Friday 7:30 a.m. - 4:00 p.m.**Closed weekends and holidays***Library***Library - MCBH Kaneohe Bay**Mokapu Road**Building 219 (2nd Deck)**Box 63073**MCBH Kaneohe Bay, HI 96863**Phone 808-254-7624*[Email](#)[Website](#)*Monday - Wednesday 11:00 a.m. - 8:00 p.m.**Thursday 10:00 a.m. - 8:00 p.m.**Saturday and Sunday 9:00 a.m. - 5:00 p.m.**Closed holidays***MWR (Morale Welfare and Recreation)***Marine Corps Community Services**Mokaup Road**Box 63073**Building 219**MCBH Kaneohe Bay, HI 96863-3073**Phone 808-254-7518**Fax 808-254-7622*[Email](#)[Website](#)*Monday - Friday 8:00 a.m. - 4:30 p.m.**Closed weekends and holidays***New Parent Support Program***New Parent Support Program (NPSP)**D Street**Building 216, Room 71**Box 63073**MCBH Kaneohe Bay, HI 96863**Phone 808-257-8803**Phone (DSN) 315-457-8803**Fax 808-257-3106**Fax (DSN) 315-457-3106*[Email](#)[Website](#)*Monday - Friday 8:00 a.m. - 4:00 p.m.**Closed weekends and holidays***Legal Services/JAG***Legal Services Center**Building 215, 4th Street**MCBH Kaneohe Bay, HI 96863**Phone 808-257-4037/0074/2110**Phone (DSN) 315-457-4037/0074/2110**Fax 808-257-3319*[Website](#)*Monday - Friday 8:00 a.m. - 4:00 p.m.**Closed weekends and holidays***Loan Closet***Lending Locker Service**Pancoast Street**Building 460**Box 63073**MCBH Kaneohe Bay, HI 96863**Phone 808-257-7790 / 808-257-7787**Phone (DSN) 315-457-7790**Fax 808-257-7790**Fax (DSN) 315-457-1808*[Email](#)[Website](#)*By Appointment Only***Military Clothing Sales***Marine Corps Exchange - MCX Annex**Building 1090 Seldon Street**Box 63073**MCBH Kaneohe Bay, HI 96863**Phone 808-254-7616**Fax 808-254-7698*[Email](#)*Monday - Saturday 9:00 a.m. - 9:00p.m.**Sunday 9:00 a.m. - 7:00 p.m.***Non-appropriated Funds (NAF) Human Resources***MCCS NAF Personnel**Building 219, Mokapu Rd**Box 63073**MCBH Kaneohe Bay, HI 96863**Phone 808-254-7632 / 26 / 808-254-7619 (Job Vacancy Line)**Fax 808-257-4888*[Email](#)*Monday - Friday 8:00 a.m. - 4:00 p.m.**Closed weekends and holidays*

**Personal Financial Management Services**

*Personal Financial Management Program (PFMP)*  
*D Street*  
Building 216, room 59  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-7783 / 7  
Phone (DSN) 315-457-7783 / 7  
Fax 808-257-1808  
Fax (DSN) 315-457-1808  
[Email](#)  
[Website](#)  
Monday – Friday 7:30 a.m. – 4:00 p.m.  
Closed weekends and holidays

**Relocation Assistance Program**

*Relocation Assistance Program (RAP)*  
*D Street*  
Building 216, Room #59  
Box 63073  
MCBH Kaneohe Bay, HI 96863-3073  
Phone 808-257-7790/87  
Phone (DSN) 315-457-7790/87  
Fax 808-257-1808  
Fax (DSN) 315-457-1808  
[Email](#)  
[Website](#)  
Monday - Friday 7:30 a.m. - 4:00 p.m.  
Closed weekends and holidays

**Retirement Services**

*Retired Activities*  
*Building 216 Rm 59*  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-7790 / 87  
Phone (DSN) 315-457-7790 / 87  
Fax 808-257-1808  
Fax (DSN) 315-457-1808  
[Email](#)  
[Website](#)  
Monday – Friday 7:30 a.m. – 4:00 p.m.  
Closed weekends and holidays

**School Liaison Office/Community Schools**

*School Liaison Representative*  
*E Street*  
Building 216  
MCBH Kaneohe Bay, HI 96863  
Phone 808-630-8281  
[Email](#)  
[Website](#)  
Monday – Friday 8:00 a.m. – 4:00 p.m.  
Closed weekends and holidays

**Personnel Support Office**

*Installation Personnel Administration Center (HIPAC)*  
*Seldon Road*  
Building 1033  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-1582 / 808-257-3197 / 808-257-8575  
Phone (DSN) 315-457-1582/3197/8575  
Fax 808-257-1579  
Fax (DSN) 315-457-1579  
[Website](#)  
Monday – Friday 7:30 am – 4:30 pm  
Closed: Thursday 1:00 pm – 4:30 pm (PME/Field Day),  
weekends and holidays

**Restaurants/Fast Food**

*MCCS Food and Hospitality*  
*Building 244 Mokapu Road*  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-254-1638 / 41  
Fax 808-257-7640  
[Email](#)  
[Website](#)  
Monday – Friday 7:00 a.m. – 5:00 p.m.  
Closed weekends and holidays

**School Age Care**

*Children, Youth & Teen Program (CYTP)*  
*Building 5082*  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-7430  
Phone (DSN) 315-457-7430  
Fax 808-257-8020  
Fax (DSN) 315-457-8020  
[Email](#)  
Monday – Friday 8:00 a.m. – 4:00 p.m.  
Closed weekends and holidays

**Spouse Education, Training and Careers**

*Family Member Employment Assistance Program*  
*D Street*  
Building 216, Room 59  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-7790 / 808-257-7787  
Phone (DSN) 315-457-7790/87  
Fax 808-257-1808  
Fax (DSN) 315-457-1808  
[Email](#)  
Monday - Friday 7:30 a.m. - 4:00 p.m.  
Closed weekends and holidays

**Temporary Lodging/Billeting***Unaccompanied Personnel Housing (UPH)*

Building 503, Reed Road  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-2409  
 Phone (DSN) 315-457-2409  
 Fax 808-257-1318  
 Fax (DSN) 315-457-1320

Sunday - Saturday 7:00 a.m. - 11:00 p.m.

**Temporary Lodging/Billeting***Temporary Lodging Facility (TLF)*

*Building 3038 G Street*  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-254-2806  
 Fax 808-356-4506

[Email](#)  
[Website](#)

Open 24 hours daily

**Travel Office***Traffic Management Office (TMO)*

*Building 209 C Street*  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-3566 / 6713 thru 6718  
 Phone (DSN) 315-457-3566 / 6713 thru 6718  
 Fax 808-257-3208  
 Fax (DSN) 315-457-3208

[Website](#)

Monday - Wednesday 7:30 a.m. - 11:30 a.m. & 1:00 p.m. - 4:00 p.m.

Thursday 7:30 a.m. - 11:30 a.m. & 1:00 p.m. - 2:00 p.m.

Closed weekends and holidays

**Victim Advocate Services***Victim Advocate Services*

*D Street*  
 Building 216  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-7784 / 808-257-8857  
 Phone (DSN) 315-457-7784 / 8857  
 Fax 808-257-1925  
 Fax (DSN) 315-457-1925

[Email](#)  
[Website](#)

Monday - Friday 7:30 a.m. - 4:00 p.m.

Closed weekends and holidays

**Temporary Lodging/Billeting***Bachelor Officer Quarters*

*Reed Road*  
 Building 503  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-2409  
 Phone (DSN) 315-457-2409  
 Fax 808-257-1318  
 Fax (DSN) 315-457-1320

[Website](#)

Sunday - Saturday 7:00 am - 11:00 pm

**Transition Assistance Program***Transition Assistance Management Program (TAMP)*

*D Street*  
 Building 216, Room 59  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-7790/87  
 Phone (DSN) 315-457-7790/87  
 Fax 808-257-1808  
 Fax (DSN) 315-457-1808

[Email](#)  
[Website](#)

Monday - Friday 7:30 a.m. - 4:00 p.m.

Closed weekends and holidays

**Veterinary Services***Veterinary Treatment Facility*

*Building 455, Pancoast Place*  
 Box 630730  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-3643  
 Fax 808-257-0000

[Email](#)  
[Website](#)

Monday - Friday 8:00 a.m. - 4:00 p.m.

Closed each day from 12:00 p.m. to 1:00 p.m.

Patient Appointments: Monday - Tuesday 8:00 a.m. - 4:00 p.m.,

Wednesday 8:00 am - 11:30 a.m.

Closed weekends and holidays

**Welcome/Visitors Center***Marine and Family Services*

*Building 216 Room 59 D Street*  
 Box 63073  
 MCBH Kaneohe Bay, HI 96863  
 Phone 808-257-7790/7787  
 Phone (DSN) 315-457-7790  
 Fax 808-257-1808  
 Fax (DSN) 315-457-1808

[Email](#)

Monday - Friday 7:30 a.m. - 4:00 p.m.

Closed weekends and holidays



**Women, Infants, and Children (WIC & WIC-O)**

WIC Hawaii Services Branch  
Leiopapa A Kamehameha Building, State Office  
Tower  
235 S. Beretania Street, Suite 701  
Honolulu, HI 96813  
Phone 808-586-8175 (Oahu) / 1-888-820-6425  
(Neighbor Isles)  
Fax 808-586-8189

[Email](#)  
[Website](#)

**Youth Programs/Centers**

Children Youth & Teen Program (CYTP) - Youth Activities - MCBH/  
Manana  
Selden Street  
Building 1090B  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-254-7610 / 808-456-1662 (Teen Center) / 808-254-  
7643 (Teen Center)  
Fax 808-254-6979

[Email](#)  
[Website](#)  
Monday - Friday 8:00 a.m. - 4:30 p.m.

**Youth Programs/Centers**

Children, Youth & Teen Program (CYTP)

Building 5082, Lawrence Road  
Box 63073  
MCBH Kaneohe Bay, HI 96863  
Phone 808-257-7430  
Phone (DSN) 315-457-7430  
Fax 808-257-8020  
Fax (DSN) 315-457-8020

[Email](#)  
[Website](#)  
Monday - Friday 8:00 a.m. - 4:00 p.m.  
Closed weekends and holidays

## **Major Units**

### **Naval Health Clinic Hawaii, Kaneohe Bay**

Contact Information:

Sponsorship Coordinator

COM: 808-474-4331

DSN: 315-474-4331

### **Marine Aviation Logistics Squadron 24 (MALS 24, Marine Side)**

MCC: 1JF

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-0416

DSN: 315-457-0416

### **3rd Battalion 3rd Marines (3/3 Bn)**

MCC: V33

Contact Information:

Unit Sponsorship Coordinator

Contact 3d Marine Regiment for referral and/or support

COM: 808-257-0768 / 2279

DSN: 315-457-0768 / 2279

### **3rd Marine Regiment**

MCC: 130

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-0768 / 2279

DSN: 315-457-0768 / 2279

### **21st Dental Company**

Contact Information:

Sponsorship Coordinator

COM: 808-257-3100 x257

DSN: 315-457-3100 x257

### **Wounded Warrior Detachment (WW Det) – Hawaii**

Contact Information:

MCC: 1W6

COM: 808-257-5088/8578

DSN: 315-457-5088/8578

Staff Duty Cell: 808-216-4638

### **Marine Heavy Helicopter Squadron 463 (HMH 463)**

MCC: VHG

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-1162/9986

DSN: 315-457-1162/9986

### **VR 51 (Reserve Unit)**

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-2100 x241

DSN: 315-457-2100 x241

### **1st Battalion 12th Marines (1/12 Bn) Field Artillery**

MCC: 1NJ

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-3204/3331/3229

DSN: 315-457-3204/3331/3229

### **4th Force Reconnaissance Company**

MCC: C64

Contact Information:

Administration

COM: 808-552-2531/2420/8762

Duty 808-257-2531/2420/8762

### **Marine Corps Air Facility (MCAF)**

MCC: 090

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-2086

DSN: 315-457-2086

### **Co I, Marine Cryptologic Support Battalion (MCSB)**

Also known as the Kunia Regional Security Operations

Center (KRSOC)

MCC: 819

Contact Information:

Admin Office

COM: 808-655-3176/3178

DSN: 315-455-3176/3178

### **Consolidated Maintenance Organization 2 (CMO-2)**

Contact Information:

COM: 808-257-0711 ext. 105

DSN: 315-457-0711 ext. 105

### **Headquarters Bn, MCBH**

MCC: 091

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-3007

DSN: 315-457-3007

**Marine Aircraft Group 24 (MAG 24)**

Contact Information:

MCC: 1JF

Unit Sponsorship Coordinator

COM: 808-257-2012/3222

DSN: 315-457-2012/3222

**Marine Forces Pacific (Mar For Pac), Camp H.M. Smith**

MCC: 110

Contact Information:

Unit Sponsorship Coordinator

COM: 808-477-8400/8658

DSN: 315-477-8400/8658

**VP-4 (Patrol Squadron 4)**

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-3967

DSN: 315-457-3967

**VP-47 (Patrol Squadron 47)**

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-0612 ext. 7099

DSN: 315-457-0612 ext. 7099

**Helicopter Anti-Submarine Squadron Light Three Seven (HSL-37)**

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-0103 ext. 290

DSN: 315-457-0103 ext. 290

**2nd Battalion 3rd Marines (2/3 Bn)**

MCC: V23

Contact Information:

Unit Sponsorship Coordinator

Contact 3d Marine Regiment for referral and/or support

COM: 808-257-0768 / 2279

DSN: 315-457-0768 / 2279

**Marine Heavy Helicopter Squadron 363 (HMH 363)**

MCC: VHB

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-7151/9240

DSN: 315-457-7151/9240

**1st Battalion 3rd Marines (1/3 Bn)**

Contact Information:

Unit Sponsorship Coordinator

Contact 3d Marine Regiment for referral and/or support

COM: 808-257-0768 / 2279

DSN: 315-457-0768 / 2279

**3rd Radio Battalion - FMF**

MCC: 1LB

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-1445/1443

DSN: 315-457-1445/1443

**Command Patrol & Reconnaissance Wing TWO (CPRW-2)**

CPRW-2 and DPRGP replaced CPRFP

Contact Information:

ManPower &amp; Personnel

COM: 808-257-0509 x 8102/8416

DSN: 315-457-0509 x 8102/8416

**VP-9 (Patrol Squadron 9)**

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-0649

DSN: 315-457-0649

**VPU-2 (Patrol Squadron, Special Projects Unit 2)**

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-0711 ext. 216/283

DSN: 315-457-7011 ext. 216/283

**Marine Aviation Logistics Squadron 24 (MALS 24, Navy Side)**

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-0912/5489

DSN: 315-457-0912/5489

**Marine Heavy Helicopter Squadron 362 (HMH 362)**

MCC: VH1

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-9020

DSN: 315-457-9020

**Combat Logistics Battalion 3 (CLB-3)**

Formerly known as CSSG-3

MCC: Pending Assignment

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-1600/1558/2911

DSN: 315-457-1600/1558/2911

**School of Infantry West, Hawaii Detachment (SOI West, HI Det)**

MCC: pending assignment

Contact Information:

Unit Sponsorship Coordinator

COM: 808-257-1762/1281

DSN: 315-457-1762/1281